State of Wisconsin
Department of Children and Families

ADDENDUM NO.: 3

REQUEST FOR BID NO.: CFB00144

DATE DUE: June 11, 2012 at 2:00 PM

DATE: May 7, 2012

COMMODITY OR SERVICE:	2013 Wisconsin Works (W-2) and Related Programs Request for Proposal
REVISION:	Attached are response to questions submitted, correction of errors found in the entire packet and changes made. Corrected Form 5 Proposer Checklist, Form 6 Statement of Economic Interest, and Exhibit 6 Cost Proposal have been uploaded to the 2013 RFP Website. Also uploaded are the Powerpoints presented at the Proposer Conferece and an attendee list from the conference.

Please include a signed copy of this bid addendum with your bid response.

____________________________________ __________________
Signature Date

For further information concerning
this addendum contact:

Sue Handrich-Herr **608-366-1539** **email: DCFProcurement@wisconsin.gov**

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Line #	Exhibit	Page #	Section	Question	Answer
1	Exhibit 1: Request for Proposal	5	1.1	With regard to: “Proposers shall not contract with or employ any State official, employee, agent, or individual retained as a full-time contractor by the State who has worked on the development of this RFP, or who had any influence on decisions affecting the RFP, until after contracts have been signed.” On March 19, 2012, The Center for Self Sufficiency acquired a state employee. During his or her tenure with DCF, he or she was actively involved in the development of the RFP prior to coming on board with us at CFSS. The Center for Self Sufficiency has absolutely no intentions in applying to become a primary contract grantee or direct provider of W-2 services. In addition, CFSS will not serve as a “contracted grant writer” for any potential grantees for this RFP process. However, CFSS is exploring the possibility of becoming a possible “service provider partner” with a potential W-2 service provider pending award of a 2013-2016 W-2 contract. Will this person being in our employ disqualify us from becoming a potential partner with a W-2 proposer?	You will not be disqualified from becoming a potential partner due to this person being employed by your organization. While she or he was involved in early discussions she or he did not work on the development of this RFP, or have any influence on decisions affecting the RFP.
2	Exhibit 1: Request for Proposal	9	1.4	Can you please provide the total number of applicants per region in 2011?	Yes, Geographical Area Information Descriptions were updated to include this

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					information. • Northwest Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nw.pdf • North Central Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nc.pdf • Northeast Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_ne.pdf • Western Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_w.pdf • Southwestern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_sw.pdf • Southeastern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_se.pdf • Milwaukee Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_mos.pdf
3	Exhibit 1: Request for Proposal	9	1.4	Can you please provide the number of applicants that were found ineligible for benefits?	Yes, Geographical Area Information Descriptions were updated to include this information.• Northwest Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nw.pdf • North Central Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nc.pdf • Northeast Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_ne.pdf • Western Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_w.pdf • Southwestern Area link:

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					http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_sw.pdf • Southeastern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_se.pdf • Milwaukee Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_mos.pdf
4	Exhibit 1: Request for Proposal	9	1.4	Can caseloads be leveled with other counties in the consortium or must they stay in county of origin? Can they apply in any of the counties?	Agencies can assign cases in a way that will best serves the parent. Applicants must apply in the Geographical Area in which they reside.
5	Exhibit 1: Request for Proposal	9	1.4	Will the new Consortium Model impact FSET or Children First allocations?	No, FSET and Children First are not part of the W-2 Program.
6	Exhibit 1: Request for Proposal	9	1.4	If a tribe wishes to provide state W-2 services, will they have to bid for the entire geographic area?	Yes
7	Exhibit 1: Request for Proposal	9	1.4	Are the regional lines hard and fast? Can a county try to join another contiguous region?	Yes, the Geographical Area boundaries are hard and fast. No, a county can not join another contiguous area. However, a Proposer can submit separate proposals for more than one area. For example, a Proposer may submit a proposal for both the Western and Southwest Areas.
8	Exhibit 1: Request for Proposal	9	1.4	Can you give some examples of program design models in a particular region? The RFP says that DCF wants to contract with regions, and does not specify further relationships in the region. Does that mean that there needs to be a lead agency	The Department does not have any particular model in mind. However, there must be one single entity that is solely and completely responsible for the contract and program administration. That entity must have sufficient authority to

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				that can contract with counties who in turn continue their program design relationship with current subcontractors? Or, are there other models that are expected?	implement the program as directed by the Department, whether its subcontractors or subordinate entities agree with the changes or not. Governance structures that allow subordinate entities to operate independently may not adequately address the RFP requirements and may result in loss of points during the evaluation of response items.
9	Exhibit 1: Request for Proposal	9	1.4	Page 10 (2nd bullet at the top): "consideration of the minimum caseload that will support the level of staffing required to provide the full range of W-2 services," What does this mean?	It means that the Geographical Area boundaries were formed based on a caseload that was large enough to ensure that all participants have access to the full scope of services.
10	Exhibit 1: Request for Proposal	9	1.4	It appears that the requirement of having one grantee per region could dismantle community based systems. What consideration has been given to the financial and non-financial partnerships and investments that exist in communities such as Job Centers where collocated services benefit W-2 participants; Child Welfare and W2 Service Integration; and community based collaborative services provided through the Children's Services Network. These effective systems have taken years to build and refine.	The requirement for a single contractor relates only to the administration of the W-2 program. That entity is expected to establish working relationships with all resources within the area so that it can assist W-2 families to access all benefits and services they need and are eligible to receive. This will require the single W-2 contractor to establish relationships with multiple child welfare agencies, WIA agencies, CAP agencies and similar resources throughout the W-2 geographical and to be familiar with the service areas and eligibility requirements used by each agency.
11	Exhibit 1: Request for	9	1.4	Why did we not align the W-2 regions for this RFP with the	There are 3 reasons we did not base our regions on current IM

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	Proposal			existing IM Consortia boundaries? Wouldn't there have been significant tax payer savings, efficiencies and improved customer service (one-stop shopping) for the residents of this state had the areas been aligned?	consortia boundaries. First, they weren't totally settled until after our decisions were made, and we still don't view them as well-established enough to serve as the basis for service delivery over a potential 12 year time period. PUMAs appear likely to be stable over decades, allowing us the opportunity for evaluating longitudinal data, and PUMAs align better with other economic development and jobs programs in the state – W-2 is not an IM program; it is a jobs program. Second, the IM consortia vary widely in size, capacity, governance structure, and population, and those variations do not reflect the management needs of the W-2 program for accountability, statewideness, performance and efficiency. Third, aligning with existing service delivery structures would create an advantage for existing W-2 agencies that would diminish the competitiveness of our selection process. We believe the taxpayers are best served by a competitively bid process to select contractors in each geographical area who can meet the requirements in the 2013 RFP.
12	Exhibit 1: Request for Proposal	9	1.4	It appears that the Western region is closest to following at least some existing IM or WDA border lines. Why was this region	We discussed several alternative alignments in Western Wisconsin to balance distance and population and believe this to be the best

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				aligned in a manner that does not seem to fit the other large census geographical regions in the proposal? This would seem to place current W-2 providers who operate in geographical areas other than Western at a disadvantage in submitting a proposal.	alternative. There was no intent to create a disadvantage either to vendors in other regions or to vendors not currently operating in Wisconsin at all. We believe the evaluation criteria provides every potential vendor an equal opportunity to be successful in any Geographical Area(s) it proposes to serve.
13	Exhibit 1: Request for Proposal	9	1.4	Will DEC contract with existing Children First agencies after January 1, if they are no longer a W-2 contract agency?	The Bureau of Child Support administers Children First independent of W-2. That will continue in 2013.
14	Exhibit 1: Request for Proposal	9	1.4	Will Wisconsin Shares remain with the Income Maintenance Agencies?	Yes
15	Exhibit 1: Request for Proposal	9	1.4	Will Children 1st contracts continue as they are currently?	Yes - Children First, the employment and training program for non-custodial parents, contracts will continue.
16	Exhibit 1: Request for Proposal	10	1.4	How will smaller counties who have local subcontractors fit into this system?	Smaller counties will have to work through a single lead entity to provide services to all eligible W-2 recipients in the defined Geographical Area. How such a single W-2 agency for the region is structured in relation to individual counties in the region can be addressed any way the W-2 agency chooses (partnership, consortium agreement, subcontracts with counties, or any other model) so long as the W-2 agency has complete control over the administration of the program in that Geographical Area.

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17	Exhibit 1: Request for Proposal	10	1.4.1	Where are the numbers for the Refugee counts being pulled from? It shows Winnebago with none. That is not accurate.	In Exhibit 1 - RFP, section 1.4.1, the data for the Northeast Geographical Area is missing data for Winnebago County. The missing data has been added. • Northeast Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_ne.pdf
18	Exhibit 1: Request for Proposal	10	1.4.1	In the data statistical charts linked from the geographical maps, how were the Admin and Services Expenses for counties that are in current consortiums and not the lead agency, derived? Current admin and services costs are reported as a whole for a consortium and not broken down by county. The data contained in the reports for counties that are part of a consortium are not accurate.	The costs were prorated based on the caseload in each county in the consortium. Here is a link to a spreadsheet that lists W-2 Caseload and Spending January 2010 -June 30, 2011. http://dcf.wisconsin.gov/w2/rfp/2013/attachments/w2_allocations_10_21_11.pdf
19	Exhibit 1: Request for Proposal	11	1.4.2	AQCT is utilized and it seems that it would be absolutely necessary in Milwaukee County given the new regions and boundaries.	Agree. We are looking into this. AQCT is a lookup screen in CARES. It is not currently accurate.
20	Exhibit 1: Request for Proposal	11	1.4.2	What tool is being developed to ID regions in Milwaukee that a customer resides in?	ARCGIS software.
21	Exhibit 1: Request for Proposal	11	1.4.2	Will AQCT be updated for use beginning 1/1/2013?	The Department is researching updating AQCT functionality. AQCT is a lookup screen in CARES. It is not currently accurate.
22	Exhibit 1: Request for Proposal	11	1.4.2	Please identify the boundary streets for each of the Milwaukee Regions?	The areas in Milwaukee are defined by census tracts. The Department has posted additional maps (linked below) that indicate the census tract boundaries for each area in Milwaukee. Census tracts do not

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					necessarily follow street boundaries. The Milwaukee Geographical Area Descriptive Information now includes a page with a description of the boundaries by census tracts. http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_mos.pdf. Full Census Tract Map. http://dcf.wisconsin.gov/w2/rfp/2013/milwaukee_census.htm Northern Area http://dcf.wisconsin.gov/w2/rfp/2013/images/milwpcg_2010_census_05012012_n.jpg West Central Area http://dcf.wisconsin.gov/w2/rfp/2013/images/milwpcg_2010_census_05012012_wc.jpg East Central Area http://dcf.wisconsin.gov/w2/rfp/2013/images/milwpcg_2010_census_05012012_ec.jpg Southern Area http://dcf.wisconsin.gov/w2/rfp/2013/images/milwpcg_2010_census_05012012_s.jpg
23	Exhibit 1: Request for Proposal	11	1.4.4	The Milwaukee geographical map is blurry and does not clearly show the streets which make up regional boundaries. Can the state provide a clearer map or describe the street boundaries?	We have split the map into four Milwaukee area maps in an attempt to provide a clearer view of streets at the boundary of each region. The links are below. But the Milwaukee areas are defined by the census tracts not by streets. Full Milwaukee street map. Northern Area street map, West Central Area street map, East Central Area street map, Southern

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					Area street map
24	Exhibit 1: Request for Proposal	12	1.5	What does sufficient financial resources mean?	Adequate resources to implement and operate the program until the Department issues payments. Understanding first capitated payment and possible performance outcome payment won't be made until February 2013, contractors should be able to support their own costs for transition and preparation for providing W-2 services effective January 1, 2013 until they begin receiving payments in February 2013 and eventually receive sufficient payments to recoup their transition and operating costs through capitation, performance, and work participation payments.
25	Exhibit 1: Request for Proposal	12	1.5.1	Is there an Admin fee charged to the Lead Consortium or for the individuals who hold the Director, Manager, etc functions? If so, is it a set rate?	The contractor will not be a paid an administrative fee. Contractors are paid based on participants and outcomes. The Federal TANF Admin cap is 15%.
26	Exhibit 1: Request for Proposal	12	1.5.1	Exhibit One indicates the requirement for a Consortium W2 Director, Manager, Fiscal, etc. Can these functions still be billed to W2 at the local level even though the consortium has a designee?	W-2 contractors will not be paid based on an expense reimbursement. They will be paid based on a monthly capitated amount and performance outcomes payments. All billing must be done by the lead contractor. Subcontracted agencies may not bill for W-2.
27	Exhibit 1: Request for Proposal	12	1.5.1	In section 1.5.1 (pp. 12-13) the RFP says that the W-2 Program Director and Program Manager may be combined in 1 staff person. If that is the case, must the person	Yes

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				be 100% dedicated to the W-2 program?	
28	Exhibit 1: Request for Proposal	12	1.5.1	Question from Proposers' Conference - Can you repeat comment on 15% administrative cap?	Federal TANF has a 15% administrative cap. Annual budgets cannot exceed 15% admin. Eligibility determination is an admin expense.
29	Exhibit 1: Request for Proposal	13	1.5.1	Page 13 Quality Assurance manager: does this position need to work exclusively with the W-2 project?	The Proposer shall determine the required staffing level needed for the QA manager.
30	Exhibit 1: Request for Proposal	13	1.5.1	Exhibit 1, Page 13. Does the Quality Assurance Manager need to be a full FTE?	The Proposer shall determine the required staffing level needed for the QA manager.
31	Exhibit 1: Request for Proposal	13	1.5.1	RFP p. 13 indicates that the W-2 Program Manager shall work exclusively on the W-2 project. Most of the other management positions indicate that that they may have responsibility for support of multiple projects. The QA Manager position description does not indicate one way or the other. Is it expected that the QA Manager work exclusively on the W-2 project, or can the QA Manager support multiple projects?	The Proposer shall determine the required staffing level needed for the QA manager.
32	Exhibit 1: Request for Proposal	14	1.6	Will the sign-in list be posted?	Yes, it is now available on the 2013 RFP website. http://dcf.wisconsin.gov/w2/rfp/2013/documents.htm
33	Exhibit 1: Request for Proposal	16	1.11	Nowhere in the RFP is profit mentioned. Is profit allowed? It is presented as a performance/unit cost contract, yet in the scope of work it's detailed and specific as to how	The Department does not agree that the Scope of Work tells proposers how service is to be delivered. We believe it tells proposers what they have to do and leaves flexibility on how it will be

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				service is to be delivered. Where is the creative flexibility of a unit cost contract?	done.
34	Exhibit 1: Request for Proposal	16	1.11	Where does the Department see the opportunity for for-profit entities to participate in this bid and make a profit?	If for-profit entities' costs are below revenues from fixed price payments, the margin can be kept as unrestricted funds.
35	Exhibit 1: Request for Proposal	16	1.11	The word "profit" is never used in the RFP, but as this is a performance contract is it assumed that profit can be earned by achieving performance standards? It seems unclear based on the use of the CORE invoice to report costs.	If costs are below revenues from fixed price payments the margin can be kept as unrestricted funds.
36	Exhibit 1: Request for Proposal	16	1.11	With the payment structure described in the RFP, is an agency allowed to earn unrestricted funding? Will reimbursement be the lesser of actual costs reported or the capitated rate plus performance payments?	If costs are below revenues from fixed price payments the margin can be kept as unrestricted funds.
37	Exhibit 1: Request for Proposal	16	1.11	Will the quarterly "fees" a contractor can earn as a result of meeting the WPR of 50% be unrestricted funding?	If the contractor does not need the funds to operate the program they can be retained and used without restriction.
38	Exhibit 1: Request for Proposal	16	1.11	Section 1.11 indicates that total payments for enrolled participants, program outcomes, <u>and Federal Work Participation Rate</u> (WPR) attainment <u>cannot exceed the maximum annual budget</u>, but Section 1.11.6 states that contractors who meet the WPR of 50% are eligible to receive additional funding <u>above</u> the maximum budget amount. Please	The Federal Work Participation Rate fee is not included in the maximum budget.• Page 16, Section 1.11. Payment Structure, paragraph 2, sentence 2. Deleted reference to Federal Work Participation Rate attainment. Sentence 2 now reads: Total payments to a contractor for enrolled participants and program outcomes may not exceed the maximum annual budget amount in a

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				clarify.	geographical area except as provided in section 1.11.5.3.
39	Exhibit 1: Request for Proposal	16	1.11	Not all Emergency Assistance (EA) applicants are entered into CARES. How will agencies get paid for serving those individuals? The RFP states that EA benefits will be reimbursed, but how will the staff time and other costs associated with delivering EA services be paid to contractors, especially if WebI does not show them being served during the month? (There is no way to earn performance payments for EA cases.)	The RFP indicates that only benefit payments are reimbursed. Staff time and other costs associated with determining eligibility and issuing benefits for EA, like all other costs of administering W-2 and related programs, are included in the payment structure - contractors will cover all such costs from its payments for capitated rate to the maximum budget, performance payments, and quarterly work participation payments. These costs should be factored into overall cost proposals.
40	Exhibit 1: Request for Proposal	16	1.11	Ref 1.11 Payment structure reads " . . . Total payments to a contractor for enrolled participants, program outcomes and federal WPR attainment may not exceed the maximum annual budget amount."	This is an error and was corrected. Page 16, Section 1.11. Payment Structure, paragraph 2, sentence 2. Deleted reference to Federal Work Participation Rate attainment. Sentence 2 now reads: Total payments to a contractor for enrolled participants and program outcomes may not exceed the maximum annual budget amount in a geographical area except as provided in section 1.11.5.3.
41	Exhibit 1: Request for Proposal	16	1.11	Exhibit 1, Page 16. 1.11 If the procurement is an incentive contract based on fixed-price payments for activities and outcomes, why are comprehensive expense reports required to document those costs? If costs	We need the comprehensive expense reports for our federal reporting in order to obtain TANF funding at the state level. Yes, the margin can be kept as unrestricted funds.

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				are below revenues from fixed-price payments, can the "margin" be kept as unrestricted funds?	
42	Exhibit 1: Request for Proposal	16	1.11.1	According to RFP section 1.11.1 Payment Structure Overview the contract payment is comprised of 1) capitation payments 2) fixed price performance outcomes 3) quarterly performance fee and 4) reimbursement of benefits paid. Please reconcile this with Section V.A.6 which indicates net payment for allowable expenses, quarterly performance, payments, capitated rates and approved performance outcome claims.	Section 1.11.1 of Exhibit 1 provides an overview of the payment structure for the 2013 - 2016 W-2 and Related Programs contract. There are four ways contractors will be paid; monthly capitation amount, performance outcome payments, a quarterly Work Participation Rate fee and reimbursement of EA benefits, contracted child care and services to refugees funded by ORR. Section V.A.6 of Exhibit 2 states that total net payments to the contractor will include the total of the four payment types (allowable expenses that qualified for reimbursement, quarterly performance payment for the work participation rate, capitated payments and performance outcomes claims.)
43	Exhibit 1: Request for Proposal	17	1.11.2	Section 1.11.2 states that no pre-payments will be made to contractors. If an agency uses a line of credit to fund program operations and administration, will the interest charges incurred on that line of credit be an allowable expense?	This is not a reimbursement based contract. However, Contractors may be able to recover their transition costs over time through the capitated payments and performance outcome payments. The Department does not guarantee the recovery of those costs.
44	Exhibit 1: Request for Proposal	17	1.11.3	Section 1.11.3 states that agencies must have the capacity to support their transition and start-up activities prior to receiving payments. The sentence	We need the comprehensive expense reports for our federal reporting in order to obtain TANF funding at the state level. There will not be a specific payment attached to

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				at the top of p. 21 refers to reporting all transition expenses with the initial expenditure report. Given this, how does the state intend to use that information and what is the purpose of contractors reporting these costs? Please confirm that there will not be a specific payment attached to transition expenses even though they are being reported.	transition expense.
45	Exhibit 1: Request for Proposal	17	1.11.3	If transition expenses are to be reported with the initial expenditure report, but will not be reimbursed, why do we have to report them?	We need the comprehensive expense reports for our federal reporting in order to obtain TANF funding at the state level. There will not be a specific payment attached to transition expense.
46	Exhibit 1: Request for Proposal	17	1.11.4	Is there a minimum caseload established for each geographic area?	The Department set targets. Cost proposals for enrollment that are less than 50% of the DCF target will not be accepted. See Exhibit 1, Section 1.11.4
47	Exhibit 1: Request for Proposal	17	1.11.4	Can you explain capture of non-expended capitated rate funds again?	If you have an enrollment lower than your proposed quantity, the amount of capitated funds proposed by you that you did not spend can be used to pay performance outcomes over the amount that you proposed with the Department's prior approval.
48	Exhibit 1: Request for Proposal	17	1.11.4	Is the Target Price per region multiplied by the duplicated enrollments supposed to equal 60% of the proposed contract value? Please confirm.	No
49	Exhibit 1:	17	1.11.4	CMF-Three month time frame is	No, the philosophy is not changing

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	Request for Proposal			referenced. Is the philosophy changing on that placement? Could the contractor ever request payment longer than three months for a CMF, especially for some special populations such as the refugees who may be able to stay employed but require more support? EX 1 p. 22 for Job Attainment-references verifying that they are employed at 31 days. Is the initial verification of the job beginning sufficient, or does this need to be re-verified at 31 days?	on the CMF placement. No, payment for this placement is limited to 3 consecutive months. The initial verification of the job is not sufficient. Contractors must verify that the individual actually worked the required number of hours or earned the minimum amount during the 31 day timeframe.
50	Exhibit 1: Request for Proposal	17	1.11.4	Please clarify that a single capitation payment per month is paid per participant family (with the exception of CMF).	That is correct, so long as the total capitation payments do not exceed 60% of the maximum budget amount. The contractor is required to serve all participants, including CMFs and enrollees in excess of the enrollment quantity in the cost proposal for capitated rate.
51	Exhibit 1: Request for Proposal	17	1.11.4	Page 17 states that participant families enrolled in the W-2 placement type of CMF are only included in the monthly capitated amount for a maximum of three consecutive months. W-2 Manual 7.2.3.2 requires agencies to provide CMF services for at least 12 months. Will this policy be changed to three months? If not, is it correct to assume that a contractor will not be paid for delivering W-2 follow-up services for up to nine additional months	The policy will not change. Agencies can earn performance payments for individuals in CMF beyond the third consecutive month but not capitated payments.

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				for a family in a CMF placement except through earned performance payments?	
52	Exhibit 1: Request for Proposal	17	1.11.4	How are W-2 applicants being captured for the capitation payments?	They are not. We are only looking at participant families served during the month.
53	Exhibit 1: Request for Proposal	17	1.11.4	How will the number of applicants for EA and JALs be captured for the capitation payment?	They won't be. See Exhibit 1, Section 1.11.4
54	Exhibit 1: Request for Proposal	17	1.11.4	"CMF are only included for a maximum of three (3) consecutive months". Please confirm that this is an episode maximum.	This is a per episode maximum.
55	Exhibit 1: Request for Proposal	18	1.11.4	The RFP document indicates that funds can be requested to be transferred from the capitated enrollment cost allocation to the performance allocation but not the reverse. What about between the categories within the performance allocation amounts – Job Attainment, Long-Term Attainment, High Wage Attainment, Retention Attainment, SSI/SSDI Attainment (i.e. can over-attainment in one category be compensated by under-attainment in another category)?	No. We consider all outcome categories to be important to the program and do not wish to reward failure in one area by allowing those unearned funds to be used elsewhere.
56	Exhibit 1: Request for Proposal	19	1.11.5	Can case numbers and performance standards be tracked on a county-by-county basis?	We will track case numbers and performance by county for each Geographical Area.
57	Exhibit 1: Request for Proposal	19	1.11.5	If your enrollments are less due to the economy and it is transferred to performance payments, can it only be earned through increased quantity or can the per unit price increase (during the contract)?	This may be part of the negotiation.

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58	Exhibit 1: Request for Proposal	19	1.11.4	Page 19 The Department reserves the right to unilaterally change the enrollment level based on the availability of funds for benefits or other unforeseen program changes. Besides availability of funds, can you give examples of unforeseen program changes?	There could be legislative actions at either the state or federal level that change the program. There could also be natural disaster or massive layoffs.
59	Exhibit 1: Request for Proposal	19	1.11.5	What are the penalties for failure to meet the performance standards? For example, is it a 1 to 1 relationship where meeting 100% of the standard means 100% funding, meeting 50% of the standard means 50% of the funding, and meeting none of the standard means no funding. For example, is it a step function where meeting 0 to 50% of the standard means 60% of the funding, meeting 51% to 75% of the standard means 80% of the funding, meeting 76% to 90% of the standard means 95% of the funding, and anything above 91% of the standard means 100% funding	The 2013 contract is very different from past contracts. This contract pays for capitation and individual performance outcomes. Payments are not based on achievement of a percentage of performance; they are based on the number of specific outcomes achieved. For example, if the Contractor assists a parent in securing employment that meets the conditions in the RFP, it earns the amount for one job attainment in its cost proposal or in the best and final offer, if different.
60	Exhibit 1: Request for Proposal	19	1.11.5	Page 17, Why would the State impose stricter Performance Measures than that of the Federal Standards? Will the State keep performance funds that may meet the federal standards?	The Department is not imposing stricter performance measures than the Federal Standards. The state does not earn performance funds from the U.S. HHS.
61	Exhibit 1: Request for Proposal	19	1.11.5	Would the State consider cost proposals that measure performance outcomes as a percentage of total enrollment, rather than a numeric quantity? For example, 2% of total enrolled participants achieve the Job Attainment outcome rather than	No.

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				809 participants.	
62	Exhibit 1: Request for Proposal	19	1.11.5	The current W-2 Manual and Operations Memoranda are based on the existing vision for the W-2 program which supports a cost reimbursement model. The new RFP calls for a performance-based model. Given this shift, will there be significant revision of W-2 program policies that will ensure they align more closely with the performance-based model (which strongly emphasizes employment and personal responsibility), and if so, will those program policies be in place by 1/1/13? Assuming program policies will be modified to support the new performance based model, will those policies remain stable during the entire contract period?	The Department believes that the current W-2 Manual and Operations Memos support a performance based model, however it will work with the selected contractors during the transition period after the contracts are signed to clarify policies if that is required. Because there are contractors which appear to be able to achieve many of our desired outcomes currently, we do not believe current program provisions are a barrier to successful performance based contracting.
63	Exhibit 1: Request for Proposal	19	1.11.5	Is there performance information by contractor for the current year and last year for the following?· Work Participation Rate· Job Attainment· Long -Term Participant Job Attainment· High Wage Job· Job Retention· SSI/SSDI Attainment	No. Current performance measures are different from the performance expectations for 2013.
64	Exhibit 1: Request for Proposal	19	1.11.5	Exhibit 1, Page 22. 1.11.5.4 a. vi. All verification submitted by the Contractor was received by the Contractor while the individual had an open W-2 placement and was in the same W-2 episode as the first day of employment. What does this mean? In particular,	This means the W-2 case was open when you collected the information. A W-2 episode is defined as the time between the W-2 Begin Date and the W-2 End Date. A person may have multiple episodes on W-2.

Line #	Exhibit	Page #	Section	Question	Answer
				what is a W-2 episode?	
65	Exhibit 1: Request for Proposal	19	Table 2	Will capitated payments be made based on monthly unduplicated case counts (Exhibit 1, page 19)?	Yes, within an agency.
66	Exhibit 1: Request for Proposal	19	Table 2	Our agency completed an analysis by zip codes within CARES to assess participation by regions within Milwaukee. Our review indicates a substantially higher volume (21%) in one region than the 39,475 per region listed in the RFP. We would like guidance on the State's expectation for handling the higher volume of caseload as the RFP clearly indicates only 60% can come from capitated payments; however, if caseload volumes exceed those defined, will the agency be allowed to cap services as outlined in our solution.	Final enrollment levels and capitated rates will be negotiated during the best and final negotiations. Individual contractors will not be permitted to cap services.
67	Exhibit 1: Request for Proposal	19	Table 2	There is a $22,000 difference between calculating 60% of the total funding available for the Northwest area and multiplying the 5300 enrollment x $193 I table 2 – which yields a 58+% actual figure. Please advise as to using the actual 60% calculation vs. the figures in Table 2 for the application.	The proposal for Capitated amount may not exceed 60% of the maximum budget for the area. That is the amount to use.
68	Exhibit 1: Request for Proposal	19	Table 2	The RFP states (page 19) *"Proposers will receive higher scores for proposing a larger quantity and a lower price for each of the performance outcomes listed in Table 2"*; however, there	Table 2 references Capitation Payments, not Performance Payments. Sentence is corrected to read: "Proposers will receive higher scores for proposing a larger quantity and a lower price

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				do not appear to be any outcomes listed in the Table 2 referenced – can DCF please clarify this statement?	for each of the target levels listed in Table 2."
69	Exhibit 1: Request for Proposal	19	Table 2	Why is the target price per W-2 case for the Western region so much higher than all of the other W-2 regions?	Because the Western Wisconsin Geographical Area is smaller than the others, with a lower caseload, we believe the organizational structure needed to provide the full range of W-2 services throughout that area will be higher on a per capita and per outcome basis.
70	Exhibit 1: Request for Proposal	19	Table 2	Can DCF confirm that the anticipated monthly caseload for each of the four Milwaukee County regions will be 3,290 per the chart on page 19 of Exhibit 1?	The total anticipated caseload for Milwaukee County has been divided by four because each of the 4 Geographical Areas within Milwaukee County currently has nearly equal caseload. Each proposer must assess, based on its experience and its independent research (if necessary), whether the caseload over the term of the contract is likely to experience disproportional growth or decline.
71	Exhibit 1: Request for Proposal	19	Table 2	On page 19 of the RFP document; the enrollment figures in Table 2 are duplicated annual case counts. Can DCF confirm that the duplication is that a single case may be included in the annual count up to 12 times based on their monthly enrollment, and not that the case is counted twice in a month? If a participant exits the program due to loss of contact, but returns within the 30 day period will that participant	Yes, a single case may be included up to 12 times. A case may also be counted twice in a month if the same participant family was served by more than one contractor.

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				be counted in the enrollment twice?	
72	Exhibit 1: Request for Proposal	20	1.11.5	Exhibit 1, Page 20. Contractor is responsible for verifying outcomes for the performance payments. What constitutes (or is acceptable as) verification for each of the outcomes?	The Department expects the contractor to define in a Standard Operating Procedure how they will verify each outcome. The Department expects pay stubs, letters from the Social Security administration, etc. will be acceptable.
73	Exhibit 1: Request for Proposal	20	1.11.5	What verification methods for employment and retention are accepted?	The Department expects the contractor to define in a Standard Operating Procedure how they will verify each outcome. The Department expects that such items as pay stubs will be acceptable.
74	Exhibit 1: Request for Proposal	20	1.11.5	The RFP has the case numbers and performance standards in total for each region. Is the same information broken-out by county in those respective BOS regions?	No, it is not broken out by county in those respective BOS regions.
75	Exhibit 1: Request for Proposal	20	1.11.5	Would the Department consider changing the claims submission due date to the 5th business day to allow for end of the month documentary verification to be input into ECF?	No. Contractors can submit claims anytime during the year the claim was earned. The closing date is based on standard procedures in the Department's Bureau of Finance across a wide range of programs and will not be modified just for W-2.
76	Exhibit 1: Request for Proposal	20	1.11.5	Exhibit 1, P. 24 – How will the contractor receive/gather the information necessary to verify performance outcomes related to wages, new hires, etc.? Will this data be available through data extracts from the Department of Revenue or will the contracted	The contractor will maintain responsibility for collecting the documentation to verify payment outcome claims.

Line #	Exhibit	Page #	Section	Question	Answer
				vendor maintain responsibility for collecting?	
77	Exhibit 1: Request for Proposal	20	1.11.5	Will there be state reports in WEBI to show providers what pay points have been accepted?	Yes
78	Exhibit 1: Request for Proposal	20	1.11.5.1	Is there a limit to submitting claim for secured employment? Example: W-2 participant obtains employment 1/15/13, can the claim be submitted 5/1/13 if it took longer time to obtain the verification to submit?	Yes, as long as the case was still open in the same episode when the contractor obtained the verification.
79	Exhibit 1: Request for Proposal	20	Table 3	The minimum Job Attainment is 809 and the minimum Job Retention is 944. Since the minimum Job Retention is higher than Job Attainment, please explain the correlation between these two measures.	An individual may not meet the criteria for a Job Attainment but may meet the criteria for a Job Retention payment. It is possible that a person who got a job did not earn enough or work enough hours in the 31 days following placement, but they did work enough or earn enough in the 93 days. The target quantities for Job Attainment and Retention were determined based on historical data and projected program improvements as a result of the changes in the 2013 RFP.
80	Exhibit 1: Request for Proposal	20	Table 3	The Northwest Goal for Job Attainment is 164, but the Goal for Retention is 210. It would appear to be impossible to attain that level of Job Retention with a significantly lower level of Job Attainment. The Northwest region has a decidedly disproportionate	An individual may not meet the criteria for a Job Attainment but may meet the criteria for a Job Retention payment. It is possible that a person who got a job did not earn enough or work enough hours in the 31 days following placement, but they did work

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				ratio of Retention exceeding Job Attainment compared to any other area. Can you explain these inconsistencies?	enough or earn enough in the 93 days. The target quantities for Job Attainment and Retention were determined based on historical data and projected program improvements as a result of the changes in the 2013 RFP.
81	Exhibit 1: Request for Proposal	20	Table 3	Is the target Price per region multiplied by the performance outcomes on Exhibit 1: Table 3 supposed to equal 40% of the proposed contract value? Please confirm.	No.
82	Exhibit 1: Request for Proposal	21	1.11.5.1	Exhibit 1, Page 21. It says all transition expenses should be reported with the initial expenditure report. Does this mean transition costs will be reimbursed from the proposed contract budget?	No, this is not a reimbursement based contract. However, Contractors may be able to recover their transition costs over time through the capitated payments and performance outcome payments. The Department does not guarantee the recovery of those costs.
83	Exhibit 1: Request for Proposal	22	1.11.5.4	The RFP p. 22 specifies that the *Long-Term Participant Job Attainment Performance Outcome* applies to eligible parents carried in who have used more than 24 months on the state clock with 6 or more months used in 2012. Will this performance outcome continue in 2014, 2015 and 2016, or is it only applicable to the 2013 program year?	It is only applicable in 2013.
84	Exhibit 1: Request for Proposal	22	1.11.5.4	Can a contractor be paid more than once for the same individual, in different categories. Example-	Yes

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				first for job attainment, then for high wage, then for job retention.	
85	Exhibit 1: Request for Proposal	22	1.11.5.4	In a two parent household, can you get credit on a pay point for the 2nd parent (i.e. the one that is not placed)?	Yes, eligible parents can get credit for pay points.
86	Exhibit 1: Request for Proposal	22	1.11.5.4	If an applicant is off of work because they had a baby, they are placed in a CMC, provided services, then return to their job after the CMC placement ends, can that job be counted as a job attainment?	No.
87	Exhibit 1: Request for Proposal	22	1.11.5.4	Is it possible to get a high wage without first meeting the job attainment?	Yes, it is possible. There may be circumstances where a job meets the job attainment definition, but an agency already received the job attainment claim for that individual in that 12 months. The second job then meets the high wage outcome. A contractor can submit a claim for high wage.
88	Exhibit 1: Request for Proposal	22	1.11.5.4	Exhibit 1, Page 22. 1.11.5.4 b. First sentence says that this is to encourage agencies during the “first year” of contracting. Does that mean that this performance outcome is only for the first year of the contract?	Yes, this performance outcome is only for the first year of the contract.
89	Exhibit 1: Request for Proposal	22	1.11.5.4	Is long term participant attainment only a 2013 performance outcome? Is it allowable to use the dollars associated with this outcome on 2013 toward other outcomes for 2014, 2015, and 2016? Can the agency propose to continue use of this as an outcome in '14,	Yes. Once payments are earned, the agency can spend as they see fit.

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				'15 and '16?	
90	Exhibit 1: Request for Proposal	22	1.11.5.4	Please confirm that the requirement that "the Contractor has verified that the Contractor has not received another long-term participant payment for the individual" is not required during the first 12 months of this contract.	This does apply during the first 12 months of this contract.
91	Exhibit 1: Request for Proposal	22	1.11.5.4	1.11.5.4(b)(ii) - What is the payment time-frame for the long-term participant job attainment (once per lifetime or some other timeframe)? If only once per lifetime, how will a different W-2 agency know that a long-term participant job attainment was already paid out to another W-2 consortium for that particular participant?	This payment will only be made when an individual who meets the criteria for Long Term Participant obtains employment in 2012. Claimed outcomes will be in CARES
92	Exhibit 1: Request for Proposal	22	1.11.5.4	Explain what a W-2 episode means. How does that impact the verification of the job attainment pay point?	This means the W-2 case was open when you collected the information. A W-2 episode is defined as the time between the W-2 Begin Date and the W-2 End Date. A person may have multiple episodes on W-2.
93	Exhibit 1: Request for Proposal	23	1.11.5.4	How was the high wage at placement standard arrived at? Wouldn't earned income per month be a better indicator of self-sufficiency? A client working at 110 hours per month at $11 per hour would be better off financially at a full time job at $8.00. In addition, FT employment usually offers more possibilities	The high wage placement standard is based on the top 15% of historical W-2 wages. We discussed a number of options for the high wage, and wages in the top 15% is what we decided to use.

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				for paid benefits. In addition there is a wide variation in potential high wage at placement potential within counties in our region.	
94	Exhibit 1: Request for Proposal	23	1.11.5.4	Please confirm that the requirement that "the Contractor has verified that the Contractor has not received another High Wage payment for the individual in the 12 months prior to the employment begin date" is not required during the first 12 months of this contract.	It is possible that an individual who obtains a high wage job in January could leave that job, return to W-2 and obtain another high wage job in the first 12 months. For that reason, agencies must always confirm that they have not already received an outcome payment for that individual during the previous 12 months.
95	Exhibit 1: Request for Proposal	24	1.11.5	What is the rationale for the target for "retention attainment"? For example: table 3: Northwest region has 164 as a target for Job attainment and 210 for retention.	It is possible that a person who got a job didn't earn enough or work enough hours in the 31 days following placement, but they did work enough or earn enough in the 93 days.
96	Exhibit 1: Request for Proposal	24	1.11.5.4	Please confirm that the requirement that "the Contractor has verified that the Contractor has not received another Job Retention payment for the individual in the 12 months prior to the employment begin date" is not required during the first 12 months of this contract.	It is possible that an individual who obtains a job in January could leave that job more than 93 days after, return to W-2 and obtain another job that is retained for 93 or more days in the first 12 months. For that reason, agencies must always confirm that they have not already received an outcome payment for that individual during the previous 12 months.
97	Exhibit 1: Request for Proposal	24	1.11.5.4	If you carry in an employed participant, can you get a retention pay point? Must they be employed the full 93 calendar days after January 1?	No.

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98	Exhibit 1: Request for Proposal	24	1.11.5.4	Can you explain the rationale for why the job retention pay point quantity is higher than the job attainment pay point?	An individual may not meet the criteria for a Job Attainment but may meet the criteria for a Job Retention payment. It is possible that a person who got a job did not earn enough or work enough hours in the 31 days following placement, but they did work enough or earn enough in the 93 days. The target quantities for Job Attainment and Retention were determined based on historical data and projected program improvements as a result of the changes in the 2013 RFP.
99	Exhibit 1: Request for Proposal	25	1.11.5.4	What is the verification to be used for SSI/SSDI performance measure? Does the 60-day period begin at application date?	The Department will use information from the SSA Data Exchange and agency scanned letters from SSA as verification. No, the 60 day period does not begin at the application date. The 60 day period begins at the date the SSI Advocacy services activity is entered in CARES. It is the department's intent to pay agencies for outcomes achieved through their efforts, not as a result of the independent efforts of individual participants.
100	Exhibit 1: Request for Proposal	25	1.11.5.4	Information was inadvertently omitted from the RFP.	Page 25, Performance Outcomes, 1.11.5.4. d, Job Retention, added text: vi. All verification submitted by the Contractor was received by the Contractor while the individual had an open W-2 placement and was in the same W-2

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					episode as the first day of the employment.
101	Exhibit 1: Request for Proposal	25	1.11.6	1.11.6 - Are the payments received and paid for under this portion of the contract considered a "bonus"? Specifically, can these funds be used for any purpose the W-2 agency would like to use them for or are there restrictions on their use?	If costs are below revenues from fixed price payments the margin can be kept as unrestricted funds.
102	Exhibit 1: Request for Proposal	25	1.11.6	Please clarify if payments for meeting WPR are included as part of the maximum annual budget amount?	Payments for meeting the WPR are not included in the maximum budget.
103	Exhibit 1: Request for Proposal	25	1.11.6	Exhibit 1, Page 25. 1.11.6 What is the current performance by region for federal all family work participation rates? (compared to 50% goal in RFP) How will this be measured and reported? (What is excluded?)	Please see Table 3 in each Geographical Area Information Description. Links can be found in Exhibit 1, Section 1.4.1 and 1.4.2 and on the BOS and Milwaukee maps. For a description of how this will be measured and reported please see the Work Verification Plan. The link is in Exhibit 1, Section 1.11.6.
104	Exhibit 1: Request for Proposal	25	1.11.6	Ref. 1.11.6 "Contractors who meet federal WPR will be eligible for additional funding above the maximum budget amount.	The Federal Work Participation Rate fee is not included in the maximum budget.
105	Exhibit 1: Request for Proposal	25	1.11.6	Will agencies be provided training or more specific information/reports on the work participation rates?	There are current reports in WebI. We will be reviewing all reports and updating as needed.
106	Exhibit 1: Request for Proposal	25	1.11.6	Quarterly Performance Payments. Please provide the current WPR by RFP Region. Will there be an opportunity to retroactively earn these payments for Quarter 1 and	WPR by Geographical area can be found in Geographical Area Information Descriptions Table 3 linked in Exhibit 1, Section 1.4.1 and 1.4.2. We will consider

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				2, especially if the starting point for the regional WPR is exceptionally low?	awarding retroactive payments for Quarter 1 and 2.
107	Exhibit 1: Request for Proposal	26	1.12	In Section 1.12 of the RFP it indicates that DCF may impose enrollment limits on any and all geographic regions at any time during the contract. If these limits are imposed will they be imposed by individual geographic region or is there potential that the limit could be imposed statewide, even though some geographic regions may be well within their proposed enrollments?	It may be one individual or all Geographical Areas depending upon the circumstances.
108	Exhibit 1: Request for Proposal	26	1.12	Will the centralized payments impact Wisconsin Shares and Emergency Assistance?	No
109	Exhibit 1: Request for Proposal	26	1.12	Ex 1, p.26- 1.12- DCF May impose enrollment limits….does this mean there would be wait lists for the applicants, or the contractor would still be required to serve everyone, but not receive payment beyond a certain amount of individuals?	The contractor is responsible for providing services for all families determined to be eligible in the Geographical Area. Contractors will receive the capitated rate in their cost proposal for the total number of participants in their cost proposal; however, the contractor must continue to serve additional eligible participants above the enrollment level in their cost proposals. Proposing to serve a higher or lower number of participants impacts how quickly the Contractor reaches the maximum budget for the capitated rate, however, the Contractor must serve all participants even after the

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					maximum budget for the capitated rate is reached. The Department may limit enrollment to control benefit costs based on availability of funds. It will not limit enrollment because the Contractor reaches the maximum budget for the capitated rate before the end of the year.
110	Exhibit 1: Request for Proposal	26	1.12	If enrollment limits are imposed at any time, can they also be lifted at any time during the contract period to enable contractors the ability to again enroll participants?	Yes
111	Exhibit 1: Request for Proposal	26	1.12	Exhibit 1, Page 26. Centralized benefits. Says DCF may impose enrollment limits. Does this mean waiting lists? What criteria will be used if there are waiting lists?	This may mean waiting lists. The Department has not yet developed any criteria for waiting lists and will not do so unless there appears to be a need to do so.
112	Exhibit 1: Request for Proposal	26	1.13	Ex.2 EA payments-it references cost reimbursement for expenses relating to EA benefits-what about staff and admin? Is that included as part of a benefit cost?	No. The RFP indicates that only EA benefit payments are reimbursed. Staff time and other costs associated with determining eligibility and issuing benefits for EA, like all other costs of determining eligibility, providing services, and administering W-2 and related programs, are included in the payment structure - contractors will cover all such costs from its payments for capitated payments, performance payments, and quarterly work participation payments. These costs should be factored into overall cost proposals.

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113	Exhibit 1: Request for Proposal	26	1.13	Pass-through Refugee benefits – will agencies be able to bill the cost associated with administration of these benefits with the new contract?	The costs related to determining eligibility for RCA and RMA are cost reimbursable.
114	Exhibit 1: Request for Proposal	26	1.13	Please confirm there is no reconciliation between cost reported on CORe to payment earned/issued as costs are not the basis for contractor payments.	The only reconciliation will be with cost reimbursable expenditures (Emergency Assistance Payments, Contracted Child Care, Refugee Cash Assistance and refugee services funded by ORR).
115	Exhibit 1: Request for Proposal	26	1.13	It appears that cost reimbursement for Emergency Assistance is for payments only. Can you clarify? Is the staffing of this function to be included in our Capitation/ Performance budget?	Yes, only Emergency Assistance benefit payments will be cost reimbursed. Staffing for this function is to be covered by the capitated and performance payments.
116	Exhibit 1: Request for Proposal	27	2.3	Regarding the submission of one electronic copy of the entire proposal on CD or DVD, are offerors to include the cost proposal on the CD? If yes, and since offerors must package the cost proposal in a separately sealed envelope, do you wish the CD to be included in the original hard-copy proposal binder, with the cost proposal, or packaged in a separate envelope?	The CD/DVD should be included with the original hard copy of the proposal. The CD/DVD should include the electronic copy of the entire Proposal and Cost Proposal.
117	Exhibit 1: Request for Proposal	27	2.3	Do we need to submit 8 hard copies and an electronic copy of the cost proposal?	Proposal: One original in hard copy, one electronic and eight hard copies. Cost Proposal: One original, one electronic and one hard copy.
118	Exhibit 1: Request for Proposal	27	2.3	At the Proposer's Conference, we recall hearing that we are to submit 8 copies of the cost	Proposal: One original in hard copy, one electronic and eight hard copies. Cost Proposal: One

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				proposal, yet the RFP written instructions indicate 1 original and 1 copy. Which is correct?	original, one electronic and one hard copy.
119	Exhibit 1: Request for Proposal	28	2.4	Exhibit 1, Page 28, Section 2.4 Under Tab 2, the RFP requires that ". . .private for-profit proposers responding to this RFP shall submit copies of their last three (3) years of tax returns." Please clarify if the State is requesting federal or state tax returns. Also, will the State consider accepting other documentation in lieu of tax returns (for example a D&B report)?	The Department is requesting federal tax returns. No, the Department will not accept other documentation in lieu of tax returns.
120	Exhibit 1: Request for Proposal	28	2.4	Do the minimum font size, 1.5" spacing, and 1" margin requirements apply to resumes, job descriptions, or tables/charts that may be used within the proposal narrative?	Yes, the font size, spacing, and margin limits apply only to response narrative. They do not apply to graphics, exhibit captions, organizations, charts and tables.
121	Exhibit 1: Request for Proposal	28	2.4	The RFP states that there is a minimum font size of 11 point. Please confirm that a smaller font size may be used in graphics, exhibit captions, organizational charts, and tables.	Yes, the font size, spacing, and margin limits apply only to response narrative. They do not apply to graphics, exhibit captions, organizations, charts and tables.
122	Exhibit 1: Request for Proposal	28	2.4	The State describes the minimum font size as 11 point. Will the State allow exhibits and captions to be a smaller font?	Yes, the font size, spacing, and margin limits apply only to response narrative. They do not apply to graphics, exhibit captions, organizations, charts and tables.
123	Exhibit 1: Request for Proposal	29	2.5	May a subcontractor be in more than one proposal for the same region?	Yes
124	Exhibit 1:	30	3	What will DCF do if no proposal	The Department will make this

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	Request for Proposal			meets the DCF requirements for a given region or if there is no proposer for a given region?	determination if necessary.
125	Exhibit 1: Request for Proposal	30	3.4	Regarding RFP p. 30, MBE certification only applies to for profit businesses. Will there be the same points weight allowance made for nonprofits that are minority led/governed to ensure equality among all proposers (for profits or nonprofits) in the proposals scoring?	No, the state has no program for non-profit minority preference.
126	Exhibit 1: Request for Proposal	30	3.4	Exhibit 1, Page 30 , Section 3.4 DCF shares a goal of placing 5% of its total annual purchasing dollars with a state-certified minority business. Please confirm that offerors can use a Wisconsin-registered WBE to meet this requirement.	The MBE spending is a goal and not a requirement. No proposer will be penalized if they do not meet the goal. At this time the state does not monitor WBE spending.
127	Exhibit 1: Request for Proposal	32	3.6	How will the Department award/recognize points earned by current vendors for performance under the current W-2 contract?	There are two reasons there are no bonus points awarded in the 2013 RFP. First, the language in the current contract* only provides for bonus points for a 2012 proposal, not 2013. Since all existing agencies were contracted for 2012 without competition, there was no "2012 W-2 proposal", and that provision of the existing contract was not triggered. Second, the Department's legal counsel has advised that the statute governing the selection process, §49.143(1)(ar), provides that if the Department changes the Geographical Areas – which we did

Line #	Exhibit	Page #	Section	Question	Answer
					– the Department is required to use the competitive selection process under sub. (1) "regardless of whether a Wisconsin works agency has met the performance standards established by the Department under (3)." It was his opinion that this language in the statute prohibited the Department from providing any additional performance points to existing agencies in the RFP for the 2013 W-2 contracts. *Section 2.4 of the 2010-2011 RFP provides: "W-2 Contract Agencies will have the ability to use performance standards ratings earned in the 2010-2011 Contract as additional points in the agency's 2012 W-2 proposal."
128	Exhibit 1: Request for Proposal	32	3.6	There was no mention of how or when the points earned toward the proposal from the 2011 Performance Standards would be applied. Are the points earned still valid toward this RFP?	For two reasons, there are no bonus points awarded in the 2013 RFP. First, the language in the current contract* only provides for bonus points for a 2012 proposal, not 2013. Since all existing agencies were contracted for 2012 without competition, there was no "2012 W-2 proposal", and that provision of the existing contract was not triggered. Second, the Department's legal counsel has advised that the statute governing the selection process, §49.143(1)(ar), provides that if the Department changes the

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					Geographical Areas – which we did – the Department is required to use the competitive selection process under sub. (1) "regardless of whether a Wisconsin works agency has met the performance standards established by the Department under (3)." It was his opinion that this language in the statute prohibited the Department from providing any additional performance points to existing agencies in the RFP for the 2013 W-2 contracts. *Section 2.4 of the 2010-2011 RFP provides: "W-2 Contract Agencies will have the ability to use performance standards ratings earned in the 2010-2011 Contract as additional points in the agency's 2012 W-2 proposal."
129	Exhibit 1: Request for Proposal	32	3.6	Exhibit 1, Page 32. Table has steps 1, 2, and 4. Was that a typo?	This section is misnumbered. It should read 1, 2, 3.
130	Exhibit 1: Request for Proposal	32	3.6	In section 3.6 (Evaluation Criteria), the RFP states the cost calculation is worth 100 points toward the capitation rate and 200 points toward the performance outcomes. Further in section 5.1.3 (Scoring the Cost Proposal) it states that each of the 5 performance outcomes is worth 40 points equally divided between price and quantity. In the example given, the proposal would receive 43 points (25 for price	Yes, a proposal can earn more than 40 points per outcome. A proposal can earn more than 200 for performance. A proposal can earn more than 100 for the proposed capitation rate. The 200 points is for proposers meeting DCF target prices and quantities on each of five pay points.

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				and 18 for quantity) for one performance outcome. Can a proposal earn more than 40 points per outcome? Can a proposal earn more than 200 points for performance or 100 points for capitation, or is there a cap on the potential points earned in any particular cost area?	
131	Exhibit 1: Request for Proposal	32	3.6	Maximum evaluation points have been assigned in Section 3.6 of this RFP. Proposers accepting the Department's targets for prices will earn 50% of these maximum points and those proposers who accept the Department's target quantities will also earn 50% of these maximum points. Proposers, who for a given performance outcome propose lower prices will receive proportionately more points on the price score above this 50% level. Proposers, who for a given performance outcome propose a greater quantity, will receive proportionately more points on the quantity score above this 50% level. Those that propose higher prices will receive proportionately fewer points below this 50% level on the price score. Those that propose lower quantities will receive proportionately fewer points below this 50% level on the quantity score.	Yes, the logic is that the Department has picked our target expectation price and quantity for each pay point. That is our maximum expectation and if the vendor selects it they get 50% of maximum point for the price and 50% of the maximum for quantity. However, if they propose a higher price and a lower quantity they get less points than if they took our position for which they get a maximum. However, if they exceed our maximum expectation and bid lower prices and higher quantity they will get additional points. Since the cost proposal is only 300 points and the narrative is 700, it is totally unlikely that any bidder will bid prices so low and quantities so high that they will make up for more than a few points they might lose on the narrative. The Department wants to leave the option open for a Proposer to propose the lowest price and highest quantity they believe they can.
132	Exhibit 1:	32	3.6	Can you earn more than 100 points	Yes, you can earn more than 100

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	Request for Proposal			on capitation rate scoring? The PPT clarified that you can earn more than 200 points for performance outcomes, but doesn't clarify for capitation, although I thought I heard verbal clarification indicating you could not. However, the formula example in the Powerpoint shows more than 100 points earned.	points on the capitation rate.
133	Exhibit 1: Request for Proposal	32	3.6	What happened to the preference points for current W2 contract agencies based on the current performance standards map?	There are two reasons there are no bonus points awarded in the 2013 RFP. First, the language in the current contract* only provides for bonus points for a 2012 proposal, not 2013. Since all existing agencies were contracted for 2012 without competition, there was no “2012 W-2 proposal”, and that provision of the existing contract was not triggered. Second, the Department's legal counsel has advised that the statute governing the selection process, §49.143(1)(ar), provides that if the Department changes the Geographical Areas – which we did – the Department is required to use the competitive selection process under sub. (1) “regardless of whether a Wisconsin works agency has met the performance standards established by the Department under (3).” It was his opinion that this language in the statute prohibited the Department from providing any additional

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					performance points to existing agencies in the RFP for the 2013 W-2 contracts. *Section 2.4 of the 2010-2011 RFP provides: "W-2 Contract Agencies will have the ability to use performance standards ratings earned in the 2010-2011 Contract as additional points in the agency's 2012 W-2 proposal."
134	Exhibit 1: Request for Proposal	33	3.11	The language states that the Department "reserves the right to negotiate the terms of the contract." Is it the Department's intention to negotiate the terms of the contract with the highest scoring Proposer?	The answer to this question depends on the proposals received, and the Department cannot make that determination at this point.
135	Exhibit 1: Request for Proposal	36	6.1	Some bidders may have multiple contract information to share for each of these requirements where they have asked us to provide contract details to prove experience level; this will cut down on the amount of narrative we will have to fully explain what we are offering to do for them for this next contract period. Can we add a sheet to Form 7 that provides that information?	Form 7 is a listing of relevant contractors. It should not be used to answer any of the Technical Response Items.
136	Exhibit 1: Request for Proposal	18 and 26	1.11.4 and 1.13	Are we paid to process Emergency Assistance requests and payments, by the capitation process or otherwise?	Yes, by the capitated payments as described in 1.11.4 and performance outcome payments.
137	Exhibit 1: Request for Proposal			Is it the Department's intent to align the contract and Department policy with the intent of this	The Department believes the current policy aligns with the intent of this RFP. It does not

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				RFP?	view the RFP as a vehicle for making substantive policy changes to the W-2 program.
138	Exhibit 1: Request for Proposal			Is the annual amount set aside one large centralized pool or is there an amount set aside for each of the 6 Balance of State and each of the 4 Milwaukee regions?	There is one large centralized benefits pool, and the department will manage these funds as a single state-wide amount.
139	Exhibit 1: Request for Proposal			Can we have access to current W-2 program plans?	Current W-2 program plans are available for review at the Department of Children and Families. Contact Sue Handrich-Herr to arrange a time to review.
140	Exhibit 1: Request for Proposal			Can a list serve be used to send an alert when the RFP website is updated?	No. DCF will not be sending out notification when amendments are posted. Potential proposers are responsible for checking the 2013 W-2 RFP website periodically to determine if any new amendments are there. DCF has no way to guarantee that the list serve encompasses all interested parties.
141	Exhibit 1: Request for Proposal and Exhibit 5: Technical Response Items	29 of RFP and 3 of TRI	RFP - 2.4 TRI - A	This section instructs offerors to respond to Exhibit 5 requirements and to label each section with its own tab, 3A-3I. However, Exhibit 5 instructs offerors to label associated attachments (such as organizational charts and resumes) as 5.A. 5.B.1, 5.B.2 etc.) The attachment numbering configuration doesn't seem to match up with the tab naming configuration, unless perhaps offerors are to provide all attachments under a Tab 5. Otherwise, it would seem that the	Place all items under tab 3. Label attachments as indicated in the technical response items. For example: Submitted under Tab 3 A will be the narrative response to Response Item A. Organizational Capacity followed by Attachment 5.A., 5.B.1, 5.B.2.. Under Tab 3 B will be the narrative response to Response Item B. Transition Plan, followed by Attachment 5C, 5.D.1., 5.D.2, etc, and 5 E. Under Tab 3 C will be the narrative responses to Response Item C. Service

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				organizational chart requested on Page 3 of Exhibit 5 should be labeled Attachment 3.A.1. and the resumes would be labeled 3.A.2, 3.A.3 etc., assuming offerors are to include these attachment directly following the section. Please clarify.	Delivery, followed by Attachment 5F, 5.G.1., 5.G,2, etc, 5 H.1., 5.H.2, etc. Under Tab 3 D will be the narrative response to Response Item D. Job Attainment. Complete subsequent sections similarly.
142	Exhibit 1: Request for Proposal and Exhibit 5: Technical Response Items	29 of RFP and 3 of TRI	RFP - 2.4 TRI - A	Can DCF clarify that they would like Tab 3.I – Budget Appropriateness to be included in the technical proposal packet with the actual budget documents located at Attachment 5.I.1; 5.I.2 etc… and not under separate cover with the cost proposal?	Yes, the Department would like Tab 3.I – Budget Appropriateness to be included in the technical proposal packet with the actual budget documents located at Attachment 5.I.1; 5.I.2 etc… and not under separate cover with the cost proposal.
143	Exhibit 1: Request for Proposal and Exhibit 5: Technical Response Items			What is the total amount of (Statewide) benefits allocation that is set aside for 2013, 2014, 2015, and 2016?	Although benefit funding is not "set aside" for this entire period, Wisconsin uses a biennial budget system that assumes continuation of a funding base, subject to ongoing federal funds, and provides for mechanisms to make adjustments when needed. The current-law base is $72,131,500, which was associated with an average monthly paid caseload of 12,775 when the 2011-13 biennial budget was passed. Caseloads in the current biennium have been consistently higher. Recent funding adjustments imply a CY 2013 budget level of approximately $77,315,300, but Wisconsin currently anticipates the paid caseload will decline to the 12,775 level and $72,131,500 in associated funding annually

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					thereafter, subject to re-estimates in the 2013-15 biennial budget.
144	Exhibit 2: Contract	6	2	Performance Payments indicates that W-2 contractor will be paid on a per outcome attainment basis according to the proposed amount for each performance outcome. This section further indicates payments will be based on the performance outcome price when an outcome has been attained and verified. This appears in conflict with the requirement of 1.11.5.1 which indicates comprehensive expense reporting is required prior to payments being issued. Please clarify.	Reporting is not tied to the payments, except that providing timely allowable cost reports is required before contract payments will be made. This assures the department will have the reports it needs to receive TANF funds at the state level.
145	Exhibit 2: Contract	6	4	Under Payment and Reporting Terms section V.A.4 Cost Reimbursement is the only type of payment that indicates "payments will be made according to expense reports submitted to CORe". All other types of payment in this section are silent on CORe reporting. This is in conflict with V.B Reporting. Please clarify.	Reporting is not tied to the payments, except that providing timely allowable cost reports is required before contract payments will be made. This assures the department will have the reports it needs to receive TANF funds at the state level.
146	Exhibit 2: Contract	7	B	Reporting, paragraph 1. Please define comprehensive expense reporting required prior to payments being issued. What type of reporting is required for 1) capitation payments 2) fixed price performance outcomes and 3) quarterly performance fee.	Reporting is not tied to the payments, except that providing timely allowable cost reports is required before contract payments will be made. This assures the department will have the reports it needs to receive TANF funds at the state level.
147	Exhibit 2:	7	B	Reporting, paragraph 2. Quarterly	The capitated payments, the

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	Contract			payments do not appear to require CORe Reporting. This appears to be in conflict with Section V.A.6. Please reconcile or confirm.	performance outcomes payments and the work participation payments do not require contractors to enter data in CORe. What contractors are required to report in CORe is expenditures, and contractors must timely report expenditures in order to receive their contract payments.
148	Exhibit 2: Contract	7	B	In reference to the following statement: "comprehensive expense reporting is required prior to payments being issued even though costs are not the basis for contractor payments. Upon submission of timely CORe reports payments will be made monthly." Are performance payments only allotted up to expenses?	No. Payments will be based on actual capitated amounts and performance quantities, plus any cost reimbursement for Emergency Assistance Payments, Contracted Child Care, Refugee Cash Assistance and refugee services funded by ORR
149	Exhibit 2: Contract	8	5	What documentation will the contractor be required to submit with the Cost/Expenditure reports?	We will follow the same practice we have in the past regarding the Cost/Expenditure reports. Documentation will not be required at time of submittal. Documentation supporting the costs should be available to auditors on request.
150	Exhibit 2: Contract	9	8	Page 9 of the draft contract states: 3. Excess / Overpayments "The W-2 Contractor will return to DCF any funds paid in excess of the allowable costs of services provided under this agreement within 30 days of notification by DCF. Allowable costs are defined by CFR Part 225 (formerly OMB Circular A-87) and Part 230	This section of the draft contract relates only to cost reimbursable expenses (for Emergency Assistance Payments, Contracted Child Care, Refugee Cash Assistance and refugee services funded by ORR.)

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				(formerly OMB Circular A-122), 48CFR Part 31, the attachment(s) to this agreement, and/or the program policy manual. If the W-2 Contractor fails to return funds paid in excess of the allowable costs of the services provided, DCF may recover any funds paid in excess of the conditions of this agreement from subsequent payments or may recover such funds by any legal means." Will you provide clarification as to what payments this may apply to? If this related to cost reimbursement items only or does it also encompass the performance outcome payments? If we have a negotiated rate, can that rate be reviewed during the contract period and reduced? Or does that section just afford the agency the ability to recoup funds paid in excess of audited customer performance attainment numbers?	
151	Exhibit 2: Contract	9	8	Excess/Overpayments. Please confirm what is meant by "any funds paid in excess of the allowable costs of services provided under this agreement." Does this mean in excess of total contract value, capitated rate earning (60%) and performance earning (40%) or something else?	This refers only to reimbursable expenditures, i.e., Emergency Assistance Payments, Contracted Child Care, Refugee Cash Assistance and refugee services funded by ORR.
152	Exhibit 2: Contract	10	3.b	The section references a $5,000 penalty but it is unclear how the penalty will be assessed. The language suggests that it may be	It will depend upon the circumstances of the non-compliance. Yes, penalties can be cumulative.

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				assessed either a) by incident, b) by participant, or c) by day (for each day a non-compliance goes unresolved). How will the Department determine how to assess the penalty? Can penalties be cumulative such that a single event of non-compliance might result in $5,000 being assessed on a per incident, per participant, and per day basis? What is an example of such a scenario?	
153	Exhibit 2: Contract	10	3.b	Is it the Department's intent to penalize the agency $5,000 for each event of reporting a false claim in addition to recouping the W-2 funds previously paid and additional fines (as suggested by the final sentence of the section)? What does the State constitute as fraud versus a billing error? Are W-2 funds to be recouped when an event is specific to an individual false claim?	The Department has the ability to do this. False documentation would be considered fraud. Addition error would be a billing error. Yes, W-2 funds will be recouped.
154	Exhibit 2: Contract	11	3	With regard to the language "DCF, where applicable, may require written assurance at the time of entering into this contract that the contractor has in force, and will maintain for the course of this contract, employee dishonesty bonding or other suitable surety instruments on a 'reasonable amount' to be determined by DCF," can DCF provide detail of amount as cost for bond needs to be included in budget?	Bond will not be required because we will not make any advance payments under this contract.
155	Exhibit 2:	13	C	The language of the section reads	This is draft language in the

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	Contract			as follows: “Data contained in the proposal, all documentation provided therein, and materials and innovations developed as a result of this contract award cannot be copyrighted or patented without written authorization from DCF.” As no Department or State funds were used in the creation of the proposal nor in the development of any data or ideas contained in the proposal, please explain the Department’s basis for asserting any rights in or control over intellectual property contained in the proposal.	contract and subject to negotiation with the awarded contractor.
156	Exhibit 2: Contract	18	D	Exhibit 5, Technical Response, indicates that vendors shall include an estimated annual cost for the coverage of Worker’s Compensation insurance for eligible parents engaged in work experience activities. To obtain Worker’s Compensation insurance coverage for W-2 participants in Wisconsin, the contractor/vendor must employ the participant, as Worker’s Compensation relies on the employer/employee relationship. Please clarify that it is the Department’s expectation that the contractor employ all participants assigned to work experience to meet this requirement.	The contractor/vendor is not required to employ the participant in order to obtain Worker's Compensation Insurance. The Department, and some other public and private entities, have provided Worker's Compensation insurance for years without being the employer of the participant.
157	Exhibit 2: Contract	18	D	In the draft contract provided with the RFP, section X, STATE AND FEDERAL RULES AND REGULATION	Agencies will need to supply their own insurance with the new contract. The department expects

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				subsection D. Worker's Compensation, the contract indicates that the W-2 Contract Agency shall maintain worker's compensation insurance for all eligible parents in Community Service Jobs, and Wisconsin Works Transitions positions, and those repaying their JALs through volunteer work. Will the Department continue to offer this insurance for agencies to participate in, or will the agencies need to supply their own insurance with the new contract?	the W-2 agency to provide insurance to protect both the agency and the state from liability for workplace injuries to W-2 and related programs participants. W-2 agencies may meet this requirement by carrying their own insurance or by assuring participants on work sites are covered through the worker's compensation insurance policy maintained by the work site agency. The state will not provide insurance coverage for this purpose and in the RFP has made the W-2 agency the point of responsibility for assuring all participants working or volunteering under the program are adequately covered in the event of injury. Proposers should check with their insurance provider to assure this requirement can be met.
158	Exhibit 2: Contract	18	D	Regarding Worker's Compensation for "all eligible parents in Community Service Job, and Wisconsin Works Transition positions, and for those repaying Job Access Loans through volunteer work or gaining work experience through volunteer work, "since these are not agency employees (See sec 8 of State of Wisconsin Standard Terms and Conditions), what is the process for the Worker's Compensation insurance? Will the State provide the	Agencies will need to supply their own insurance with the new contract. The department expects the W-2 agency to provide insurance to protect both the agency and the state from liability for workplace injuries to W-2 and related programs participants. W-2 agencies may meet this requirement by carrying their own insurance or by assuring participants on work sites are covered through the worker's compensation insurance policy

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				coverage with the premiums being charged to the agencies?	maintained by the work site agency. The state will not provide insurance coverage for this purpose and in the RFP has made the W-2 agency the point of responsibility for assuring all participants working or volunteering under the program are adequately covered in the event of injury. Proposers should check with their insurance provider to assure this requirement can be met.
159	Exhibit 2: Contract	18	D	Can DCF provide the statutory language surrounding the requirement that vendors provide workers compensation for all eligible parents in Community Service Job, and Wisconsin Works Transition positions, and for those repaying Job Access Loans through volunteer work or gaining work experience through volunteer work per page 18 of the DRAFT contract? Per Wisconsin workers compensation law, we are unable to find language that authorizes workers compensation coverage for an individual who receives no compensation for his/her services.	Community Service Job is covered under 49.147(4)(c) and W-2 Transitions is covered under 49.147(5)(c). The CSJ and W-2 T participants are considered employees of the W-2 agency for purposes of worker’s compensation coverage except to the extent that the person for whom the participant is performing work training activities agrees to provide worker’s compensation coverage. See section 102.07(11), Wis. Stats., which provides "The department [of workforce development] may by rule prescribe classes of volunteer workers who may, at the election of the person for whom the service is being performed, be deemed to be employees for the purposes of this chapter. Election shall be by endorsement upon the worker 's

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					compensation insurance policy with written notice to the department. In the case of an employer exempt from insuring liability, election shall be by written notice to the department. The department shall by rule prescribe the means." See also Chapter DWD 270, Wis. Adm. Code, relating to Worker's Compensation coverage for volunteer workers. The department expects the W-2 agency to provide insurance to protect both the agency and the state from liability for workplace injuries to W-2 and related programs participants. W-2 agencies may meet this requirement by carrying their own insurance or by assuring participants on work sites are covered through the worker's compensation insurance policy maintained by the work site agency. The state will not provide insurance coverage for this purpose and in the RFP has made the W-2 agency the point of responsibility for assuring all participants working or volunteering under the program are adequately covered in the event of injury. Proposers should check with their insurance provider to assure this requirement can be met.
160	Exhibit 2: Contract	18	D.	Please clarify the levels and types of worker’s compensation	A copy of the current policy can be found at:

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				insurance that vendors are expected to provide for work experience participants. Can the State provide any information on their current types of worker's compensation coverage that is provided to work experience participants today and carrier? We expect there to be great variability in pricing from insurance vendors due to obtaining coverage on a smaller sized insurance pools (i.e., caseloads by individual region) than might exist today?	http://dcf.wisconsin.gov/w2/rfp/2013/attachments/aon insurance tisk mgmt svcs proposal.pdf
161	Exhibit 2: Contract	20	XI	The Draft Contract p. 20 refers to *DCF MBE Program Awareness, Compliance & Action Plan*, the contract indicates that this will have been submitted with the proposal, but nowhere in the Technical Response Items is such an Action Plan addressed or requested. Please clarify.	This is a draft contract. This provision will be removed.
162	Exhibit 2: Contract	22	XIV	Will the final contract have an out clause similar to the current contracts where it's 120 days?	Yes.
163	Exhibit 2: Contract	27	12	Would the State agree that the contractor would not be obligated to indemnify for the State's breach of contract, negligence, recklessness, or intentional misconduct?	DOA is the state's contracting authority and they typically do not allow us to include language in a contract limiting a contractor's liability in proportion to the liability of other parties to the contract.
164	Exhibit 2: Contract	28	19	Would the State clarify that the contractor retains ownership of (i) work developed prior to the	We cannot make that determination without considerable discussion of what work such language would

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				effective date of the contract (i) work developed with private funds, and without federal funds, (ii) general know-how, and (iii) proprietary standard operating procedures?	cover. A winning proposer may request to negotiate the specifics regarding state use of work product developed prior to our outside of the contract as part of best and final offer negotiations.
165	Exhibit 2: Contract	30	33	Please confirm that a performance bond is not required on this opportunity.	A performance bond is not required to submit a proposal, however, it may be requested at the Department's discretion prior to or after the contract award is announced.
166	Exhibit 2: Contract	30	33	DCF indicated during the proposer conference that the bond language on page 11 of the DRAFT contract was not applicable to this contract; is that also true for the performance-based bond language on page 30 of the DRAFT contract?	The DRAFT contract has not been finalized, so a change to the bond language may be negotiated after intended awards are announced.
167	Exhibit 2: Contract	30	33	In the Draft Contract p. 30 related to Performance-Payment Bond, when will the referenced attachment be available?	The DRAFT contract has not been finalized, so a change to the bond language may be negotiated after intended awards are announced.
168	Exhibit 2: Contract	30	33	Draft Contract - Bonds. Performance Payment Bond. Can DCF clarify if pass-thru should be included and can it be based on annual amount which is defined as opposed to 4-year contract term?	The DRAFT contract has not been finalized, so a change to the bond language may be negotiated after intended awards are announced.
169	Exhibit 2: Contract	31	4	Referring to the Draft Contract p. 31, Item 4, Contractor Personnel, the state has set forth nebulous standards of excluding individuals as employees of contractors or sub-contractors based on the term “undesirable.” This is not a	This is standard language from DOA used statewide in service contracts. The state reserves the right to control its premises. This language makes it clear that a person's status as a contractor, or as the employee or

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				legally enforceable standard for excluding an individual from being on state property, much less being employed in the W-2 program. It appears that the individual, so excluded, would not even have to possess a criminal record. This would put the contractors and the state in a position of potentially violating federal and state laws. Why was this provision inserted into the contract, how can the state sustain its constitutionality, and how can it be enforced? Item 5 on p. 31 is concerning as well.	subcontractor of a contractor, does not confer any right to unlimited access to state property. The state may limit access to its premises whenever it determines such access is undesirable. Examples where the state may determine that access is not desirable, include, but are not limited to, situations in which there is limited space and additional people cannot be accommodated; when access is requested outside of normal state business hours; when access is sought by specific individuals who pose a risk of disrupting the state's workplace; when the state determines individual pose a safety risk to state employees; or when individual seek access to restricted areas when they do not have security clearance. Most state facilities are secure, and decisions whether individuals can enter are made routinely and on an ongoing basis, both with respect to members of the public and to individuals who do business with the state under contract. This language is not unenforceable and provides a defined mechanism for the contractor to determine in advance whether its employees will be permitted to access state property to carry out functions relating to this contract.
170	Exhibit 2:			Can DCF confirm that a new DRAFT	No, a new DRAFT contract will not

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	Contract			contract will be posted to the RFP website, and when that revised DRAFT will be posted?	be posted. The version in the RFP is provided as an example. The final version shall be the result of negotiations with the awarded vendors.
171	Exhibit 2: Contract			In the event of a conflict, which will take precedence: 1) the Contract Agreement; or, 2) State of Wisconsin Standard Terms and Conditions?	Contract Agreement entered into between the parties. The draft contract in the RFP has no place in the order of precedence.
172	Exhibit 2: Contract			Would the State agree to excuse performance by the contractor as a result of any event beyond the reasonable control of contractor, including but not limited to strikes, telecommunications outages, and terrorist acts, so long as performance is excused only to such extent and duration as is reasonably necessary? Would the State agree that neither party shall be liable for delays in performance, or the inability to perform, arising out of causes beyond its reasonable control and without its fault or negligence?	No. Problems of this nature should be reported immediately to the department so that an alternative method of assuring uninterrupted services to W-2 applicants and participants will be maintained.
173	Exhibit 2: Contract			Under the 2010-2012 contract, the State has a Risk Protection Adjustment "designed to allow unique circumstances related to the unemployment rate of each county to be considered by the Department. The Department will apply the Risk Protection Adjustment to all agencies with an averaged unemployment rate greater than 5%." Will the department have a similar Risk Protection	No, there will be no risk protection adjustment. Contractors will be paid only for outcomes actually achieved, and neither the number of outcomes nor the contracted payment for each outcome will be adjusted to account for "unique circumstance related to the unemployment rate of each county."

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				Adjustment for this contract—protecting agencies against extreme unemployment fluctuations—and will it apply to all of the employment-related performance standards?	
174	Exhibit 3: Scope of Work	5	II	Does the participant choice policy remain in effect in the new contract?	The 2013 contract will not include participant choice.
175	Exhibit 3: Scope of Work	5	II	Will participants living in a service region be required to work with the awarded vendor in that region, or, will the current contract's 'participant choice' policy still exist within the new (1/1/2013 – 12/31/2016) contract period?	The 2013 contract will not include participant choice.
176	Exhibit 3: Scope of Work	5	II	In Milwaukee, will there be participant choice, or must W-2 participants be served by the agency located within the region they reside?	The 2013 contract will not include participant choice.
177	Exhibit 3: Scope of Work	5	II	Does choice apply to all areas state-wide?	There is no participant choice for the 2013 contract.
178	Exhibit 3: Scope of Work	5	II	Will Participant Choice be removed prior to the 2013 contract?	It will be removed effective with the begin date of the 2013 contract. There is no plan to remove it prior.
179	Exhibit 3: Scope of Work	5	II	Can individuals apply for W-2 anywhere in the region or do they need to apply in the county they reside in?	Individuals need to apply in the region they live it; they are not required to apply in the county of residence. If an agency has multiple offices in a geographical area, any resident of the geographical area may apply in any office.

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180	Exhibit 3: Scope of Work	6	B.5	There seems to be confusion in Exhibit III, B.#5 between Emergency Assistance Grants and Emergency W-2 Payments. The reference in the RFP is to 3 a. which describes Emergency Assistance Grants not Emergency W-2. The appropriate reference should be Chapter 19 of the W-2 Manual. With additional discussion regarding the participant's emergency condition being related to housing, the EAG reference would be appropriate.	The reference listed was an error. The correct reference is W-2 Manual, Chapter 19. http://dcf.wisconsin.gov/w2/manual/default.htm
181	Exhibit 3: Scope of Work	6	II	Are the flowcharts in the SOW prescriptive or provided as a reference?	Pg. 4 of SOW states the flowcharts are "provided as examples" and are not to be interpreted as directives. The flow chart may be helpful in understanding the sequence in which activities in the SOW occur.
182	Exhibit 3: Scope of Work	8	II	Please describe the sanction process including timelines for customers failing to participate and the involvement of the W-2 contractor in that process.	Current W-2 sanction policies are described in Chapter 11 of the W-2 Manual.
183	Exhibit 3: Scope of Work	9	II	3 C #14 indicates participants can request all or part of their W-2 check as a vendor payment. Under what conditions would that occur? I've never heard of that before….	Nothing in the RFP changes current policy or procedure for benefit issuance. This is covered in the current benefit issuance manual located in the W-2 Manual Appendices. http://dcf.wisconsin.gov/w2/manual/default.htm
184	Exhibit 3: Scope of Work	10	II	Clarification on agencies not applying a payment reduction when EP is not valid. What if the	Policy requires that when scheduling EP review appointments the agency must build in enough

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				client didn't show for their EP appt.? It takes sometimes a few weeks to get the case closed then due to case closure process and so are they eligible for benefits if the EP is not valid because it expired?	time to allow for a missed appointment and the case closure process.
185	Exhibit 3: Scope of Work	15	II	Regarding trial jobs – please explain how the wages are subsidized if the employers pays the participant a wage comparable to regular employees in similarly classified positions.	The W-2 Contractor pays up to $300 dollars to the employer. See W-2 Policy Manual, Chapter 7.
186	Exhibit 3: Scope of Work	16	II	How long are the follow up case management services expected to last, once a person finds employment beyond the 31 days listed in the performance outcomes section (Exhibit 3, Part F-#15, pg 16)?	Policy requires follow up case management services be provided for a minimum of 12 months.
187	Exhibit 3: Scope of Work	19	II	Does the contractor need to monitor work experience participation?	Yes
188	Exhibit 3: Scope of Work	20	II	The statute language on Community Steering Committees reads "The Wisconsin works Agency shall recommend the members of the committee to the CEO of each county served by the Wisconsin Works agency. The CEO of each county shall appoint the members of the committee." Please advise how this is expected to work in Milwaukee.	In Milwaukee each contractor will be required to have a Community Steering Committee that is appointed by the CEO of Milwaukee County.
189	Exhibit 3: Scope of Work	20	II	Also, the points related to the committee's role go 1-8 and then skip to10. Is there an item 9?	Statutes are generally renumbered by the Revisor of Statutes when they are amended or partially

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					repealed. We agree there appears to be no "item 9", however questions about statutory history should be addressed with your legal advisor if this raises concerns for your agency on how to respond to the RFP.
190	Exhibit 3: Scope of Work	20	II	The first bullet point in the Make W-2 Information Available According to Statutes section requires that the Offeror maintain a monthly report in a format determined by the Department at its office showing the names of all persons receiving benefits including the amount paid during the preceding month. [See Wis. Stat. 49.32(9)]Is the State or the Offeror expected to create and maintain this report? If it is the Offeror, is this information the same as the information found in CARES or a separate database that the State expects the Offeror to maintain?	The Contractor shall create a report in a format determined by the Department. This information can be extracted from CARES.
191	Exhibit 3: Scope of Work	20	II	What is the expectation, if any, for the administration of W-2 Steering Committees after January 1, 2013. Will there be regional W-2 committees in lieu of the county appointed committees.	The statute remains the same. The Department is working to change the statute. The Department will work with the Contractors on how to resolve this issue if we are not successful in changing the statute.
192	Exhibit 3: Scope of Work	20	II	What is the requirement for a CSC? One per contract or per location? Are the statutes for a CSC still the same with Chief County Elected Officials appointing members? CSC can only	The statute remains the same. The Department is working to change the statute. The Department will work with the Contractors on how to resolve this issue if we are not successful in changing the

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				have 12-15 members?	statute.
193	Exhibit 3: Scope of Work	21	III	What percentage of parents/applicants are refugees? Please specify by region.	This information was updated in the Geographical Area Descriptions.
194	Exhibit 3: Scope of Work	22	II	Scope of Work p. 22, Section D, "manage refugee assistance programs" indicates the section applies to balance of state and northwest and Southern geographical areas of Milwaukee county. Exhibit 5, Technical Response Items, pg. 9, Section G assigns 60 points to questions around serving refugees. How does this question apply to west and east central Milwaukee regions given the exclusions noted in the SOW?	Proposer's submitting a proposal for the East Central or West Central areas should submit a response to items G1., G3., G4., G5., and G 6.
195	Exhibit 3: Scope of Work	22	III	Exhibit 3, P. 22 Item c. 1. – How are the child care programs operated within the W-2 agency locations currently being paid for? Is separate funding available to those vendors who chose to operate contracted child care under this contract or must it supported through the W-2 payments?	Current child care programs operated within the W-2 agency locations are funded with contracted child care funds. There is separate funding for contracted child care.
196	Exhibit 3: Scope of Work	22	III	Contracted child care centers- “all have to be eligible for W2” Does this mean specifically receiving W2? Or meeting the income guidelines for W2 and/or Wisconsin Shares?	It is not intended that W-2 reimburse costs associated with participants in other programs who are not either enrolled in W-2 or in the process of eligibility determination for W-2.
197	Exhibit 3: Scope of Work	22	III	What are the primary countries of origin for refugees?	Nepal, Bhutan, Iraq, Somalia, Myanmar (Burma)

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198	Exhibit 3: Scope of Work	22	III	The solicitation references refugee services being provided in the Northern and Southern areas of Milwaukee. Will refugee services be provided in West Central and East Central?	Not during the 8 month refugee benefit period. See Exhibit 1, Section 1.3.3
199	Exhibit 3: Scope of Work	22	III	Please clarify what role, if any, the contractors will play in Refugee Medical Assistance, beyond eligibility determination.	The only other role will be to make sure that any refugee employed during the RMA 8-month eligibility period does not lose health benefits during that period. That is, if employment results in discontinuance of eligibility for MA benefits, the refugee is immediately transferred to RMA benefits-eligible status.
200	Exhibit 3: Scope of Work	22	III	Exhibit 3, P. 22 Item D. 3. – Can DCF provide the processes, rules/guidelines, etc. that vendors must follow when manually issuing RCA checks, including requirements for tracking check issuance and reimbursement? Can DCF also indicate the number of RCA checks that were issued monthly during 2011 by region, as well as the average monthly check amount?	The vendor will issue checks to the refugee and report the expenditures into the CORE system for repayment. Each month vendors must complete and submit to the state refugee coordinator the Monthly Refugee Cash Assistance Caseload Report that includes the Name, SSN, Date of Arrival, Check Month, Check Date, Check Number, Check Amount, CARES Case Number, Number of individuals in the case, and Alien Number of the primary person which is due the 10th of the month following the month of the report. Evidence of verification of eligibility prior to issuance of a check shall be kept on file with vendor. For the NW Region, average monthly # of checks issued was 1.3, range 0-3. For Southwest Region, average was

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					32, range 17-49; for Western Region average was .6, range 0-1; for Milwaukee, average was 77, range 58-116; for N Central Region, average was 8; range 4-13.
201	Exhibit 3: Scope of Work	22	III	Please provide a breakdown of actual or estimated refugee arrivals by country for each Milwaukee region, for the most recent years available.	We do not maintain this breakdown of information for Milwaukee by W-2 geographical area; it is only kept for the county as a whole.
202	Exhibit 3: Scope of Work	22	III	Please clarify whether RCA clients can participate in the same W-2 work activities to satisfy the requirement in Exhibit 3, Section D, #4 (page 23).	Yes, RCA recipients can participate in the same activities as those in W-2.
203	Exhibit 3: Scope of Work	23	IV	It states agencies must notify DCF before making staffing changes? Will DCF have to approve these staffing changes?	It will depend on the position.
204	Exhibit 3: Scope of Work	23	IV	Is there an opportunity for shared occupancy in any of the current Department of Children and Families' offices? If so, which offices?	There may be. Proposer's can explore this.
205	Exhibit 3: Scope of Work	23	IV	Does the equipment/furniture purchased by the agency become the property of the agency? Please give examples of the hardware provided by DCF that would be DCF property.	Yes, property purchased by an agency is the property of that agency. The Department does not provide any hardware to W-2 Contractors under this 2013-2016 contract. Hardware previously purchased by the state for existing agencies, e.g., electronic case file scanners, may be recovered from current contracts and made available to new contractors, however it is unknown whether any such equipment

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					is available and in working order, so proposers should not count on receiving any hardware when they construct their proposals.
206	Exhibit 3: Scope of Work	25	IV	Page 14 FEP. How was the ratio of 80:1 for each FEP determined (page 25 Exhibit 3) and does the FEP have to work exclusively with the W-2 project?	80:1 is based on historical caseloads and staffing levels. The FEP does not have to exclusively work with the W-2 project if they are also providing case management for another work program, e.g., FSET or Workforce Investment Act (WIA). The W-2 agency is responsible for maintaining sufficient staff levels to carry out is obligations under the contract and to achieve an adequate number of performance outcomes to receive payments under the contract.
207	Exhibit 3: Scope of Work	25	IV	Caseload ratio established as 80:1 – Is this paid cases only?	No, it is unpaid and paid cases.
208	Exhibit 3: Scope of Work	25	IV	Do the 80:1 caseload ratios apply to specialized caseloads consisting only of unsubsidized cases? (Example: CMF-only caseloads)	The ratio applies to all FEP caseloads.
209	Exhibit 3: Scope of Work	25	IV	Scope of Work p. 25 states that contractors shall maintain a staffing level that allows for a FEP-to-caseload ratio of no more that 80:1. Of what types of cases does this figure (80) represent? Is it for all types, or only paid cases? Please clarify.	Total caseload (all types of W-2 cases).
210	Exhibit 3: Scope of	25	IV	Is there a recommended case load per Financial & Employment Planner	Yes, Contractors shall maintain a staffing level that allows for a

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	Work			(FEP)?	FEP-to-caseload ratio of no more than 80:1.
211	Exhibit 3: Scope of Work	25	IV	Will DCF require 100% staff time tracking?	Yes. See Exhibit 3, Section IV.D.5
212	Exhibit 3: Scope of Work	26	IV	Will agencies have flexibility to train New Workers in-house, or will the formal state online system be required for training?	Agencies will not have the flexibility to train New Workers in-house during the start up and first year of the contract.
213	Exhibit 3: Scope of Work	26	IV	Page 26, #3. Will the State grandfather current workers that have completed training or will ALL staff be required to take the new worker training?	FEP's who completed New Worker Training (NWT) and performed FEP functions in 2012 do not need to take NWT.
214	Exhibit 3: Scope of Work	26	IV	Exhibit 1, Page 26. Contractor shall assign a designated staff member to approve auxiliary and Job Access Loans payments. Is this a full FTE?	The Proposer is to determine the required staffing level needed to perform these functions.
215	Exhibit 3: Scope of Work	26	IV	It states a case manager cannot determine eligibility or make independent case management decisions until NWT is completed. It states each contract must have at least 1 trained FEP. Are there limitations to how this is managed per agency? Does a trained FEP have to be onsite with the untrained worker to determine eligibility or review case management decisions?	The rule is that W-2 staff cannot confirm eligibility or make independent case management decisions until NWT is completed. Each Contractor must have at least one trained FEP. A trained FEP does not have to be on site with an untrained FEP, however, a trained FEP must be available at all times to confirm eligibility and review and approve case management decisions.
216	Exhibit 3: Scope of Work	26	IV	Will new staff be able to participate in trainings prior to the beginning of the contract?	Yes
217	Exhibit 3: Scope of Work	26	IV	Will DCF's training unit have the capacity for training required FEPs beginning on Sept. 4 to have	Yes

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				staff ready on January 1, 2013?	
218	Exhibit 3: Scope of Work	27	V	How soon after contract award are the Fraud Prevention Plan, COOP, and Standard Operating Procedures due to the Regional Coordinators (Exhibit 3, pg 27-29)?	The Department has not yet determined this timeframe.
219	Exhibit 3: Scope of Work	27	V	Does a proposer need to submit their SOP with the RFP or is that something an agency does after the contract is awarded?	The Proposer does not need to submit their SOP with the RFP.
220	Exhibit 3: Scope of Work	27	V	Exhibit 3, V. B. Will standard operating procedures for all requirements outlined in the scope of work be needed in addition to a W-2 plan?	There will be no W-2 Plan as has been done in the past. The Standard Operating Procedures will replace the plan.
221	Exhibit 3: Scope of Work	28	V	Can you explain the requirement of keeping a log of when we know we are out of compliance with things such as timeframes, etc.?	We expect contractors to monitor compliance with policy and develop plans to address non-compliance. Keeping track of this allows contractors to identify systematic issues and alert Department staff.
222	Exhibit 3: Scope of Work			In several places it talks about making a “collaborative placement decision”. What does this mean?	It means the FEP worked with the participant when making the W-2 employment placement decision and did not make a unilateral decision without input from the participant.
223	Exhibit 3: Scope of Work			What was the volume of overpayments processed last year, for each region in Milwaukee County, or for the entire County?	The amount of money collected for W-2 overpayments in Milwaukee County in 2011 was $137,647.38.
224	Exhibit 3: Scope of Work			Are there any changes to the current scope of work, policies, procedures, time frames, or expectations related to the service delivery structural changes?	No

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225	Exhibit 5: Technical Response Item	3	A	Please clarify what resumes offerors should include for this requirement. Are these the company's corporate leaders or project leaders as listed in Exhibit 1, Section 1.5.1?	Exhibit 5.A.4 requires the resumes of the organizations top level leaders. Resumes for project leaders are required in Exhibit 5.C.4 and 5.
226	Exhibit 5: Technical Response Item	3	A	In Exhibit 5.A.4 (page 3) it states "Proposer shall provide the resumes of the organization's top level strategic management staff" including head of the organization, operations, finance, and information technology. Is DCF referring to the proposer's overall corporate organization or for the strategic management staff within the corporate unit(s) that will be responsible for implementing the W-2 scope of work?	Overall corporate.
227	Exhibit 5: Technical Response Item	3	A	Exhibit 5, page 3, question 5 reads "…identify percentage of its total gross income for calendar year 2011 is from contracts similar to those in this RFP." Can the Department define "similar"?	Workforce Development programs.
228	Exhibit 5: Technical Response Item	4	B	Regarding the transition plan: How will the prior contractor be phased out? Will all participants be re-referred to the new contractor? Will participants in training or who have been placed also be re-referred?	All current contracts will end 12/31/12. All participants will be automatically transferred in CARES to the new contractors 01/01/13. It will be up to the new contractor to determine individual participant activities.
229	Exhibit 5: Technical Response	4	B	Which policy document accurately reflects how providers are supposed to address the issue of	Both documents are accurate. The first policy relates to IT hardware purchased by the

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	Item			IT hardware: The allowable cost policy manual issued March 2011 which indicates that hardware purchased with W-2 funds belongs to the agency and must be depreciated, or the draft contract which indicates that IT hardware is owned by the State of Wisconsin?	contractor. The second relates to hardware purchased by the state. The state does not purchase any IT hardware for the W-2 program.
230	Exhibit 5: Technical Response Item	4	B	Where the State describes "DCF shall have all ownership rights in any hardware supplied by DCF and in any software or modifications thereof and associated documentation designed, developed or installed as a result of this Contract." Please define "supplied."	The Department will not supply any software to W-2 Contractors.
231	Exhibit 5: Technical Response Item	4	B	In the RFP it states that "contractors shall consider utilizing existing W-2 equipment, human resources, subcontractors, etc. to allow for uninterrupted continuation of services to applicants and eligible parents." Please provide detailed information on the current W-2 equipment, human resources and subcontractors so that these elements can be implemented into the proposal.	It is up the proposers to gather this information. See Exhibit 1, Section 1.3.4 for information about current W-2 contractors.
232	Exhibit 5: Technical Response Item	4	B	Exhibit 5.B.4. (Page 4) speaks to transition planning. What specific transition aspects will existing W-2 vendors be responsible for with regards to the items listed in 4.ii. if a new vendor assumes the work of one or	22.1 of the current contract states: The W-2 Contract Agency must cooperate with all partner agencies and with any successor agency. http://dcf.wisconsin.gov/w2/contracts/20102011/pdf/contract_20102011

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				more of the existing vendors? Can DCF provide the specific language regarding transition responsibilities included in the current vendor's contracts?	final.pdf
233	Exhibit 5: Technical Response Item	4	B	In some cases, the staff resumes submitted for the transition team, may be the same as one or more applicable to the contract team or the top level strategic management staff. Do you want these resumes twice, or is it okay to refer to the first instance for which a resume was submitted as an attachment?	Submit them twice. Resumes do not count in page limits.
234	Exhibit 5: Technical Response Item	5	B	3C. Service Delivery. Section 4: Position Descriptions for the Contract Team, does not show how these should be labeled (outside the 100 pages)	Position Descriptions should be labeled as 5G1, 5G2, 5G3, etc. and be included in Tab 3.Page 6. Section C. Service Delivery Model Overview, number 5. Made the following edit: Proposer shall include these resumes as attachments, label them as Attachment 5.H.1, 5.H.2, etc. (changed from 5.G.1., etc).
235	Exhibit 5: Technical Response Item	5	B	Exhibit 5, page 5, question 6 asks for relevant contracts "similar in size and scope to the 2013 W-2 contract." Can you define "similar in size and scope."	Similar in the number of persons served and the amount of money.
236	Exhibit 5: Technical Response Item	5	B and C	Would DCF like the position descriptions to be included in Tab 3, even though they do not count towards the 100 page limit, or shall they be included as Attachments and if so, what number	Position Descriptions should be labeled as 5G1, 5G2, 5G3, etc. and be included in Tab 3.• • Page 6. Section C. Service Delivery Model Overview, number 5. Made the following edit:

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				designation should be used (i.e. 5.J.1, etc)? (Exhibit 5, Part C - #4, pg 6)?	Proposer shall include these resumes as attachments, label them as Attachment 5.H.1, 5.H.2, etc. (changed from 5.G.1., etc).
237	Exhibit 5: Technical Response Item	5	C	What is the current staffing levels by job title/job function for each of the current areas?	The Department does not have this data.
238	Exhibit 5: Technical Response Item	5	C	Are there a minimum number of physical locations required per area? How far does the location need to be from transportation options/main roads? Are there any additional space requirements? Should the contractor propose new locations if the strategy is to use current ones? If possible, please provide lease information on current locations, including square footage.	The Department has not defined this. Proposers should include this information in response to Exhibit 5.C
239	Exhibit 5: Technical Response Item	5	C	Can DCF provide a breakout of FTEs by position type for each of the current Milwaukee County W-2 vendors (EAA, WEAs, SSIAs) by region?	No
240	Exhibit 5: Technical Response Item	5	C	Regarding Technical Response Items p. 5, Staffing Plan, Item 3, is the state looking for two organizational charts (one that is organization-wide by team, and one that is just the proposed contract team with reference to where the contract team fits within the organization), or one organizational chart showing all? The information requested for this	Two organizational charts: one organization-wide and one for the proposed contract team.

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				item may be so voluminous that putting in one organizational chart may be difficult to fit on an 8.5” by 11” page making the information difficult to read.	
241	Exhibit 5: Technical Response Item	5	C	Exhibit 5, Page 5. #3 is asking for an organizational chart for the proposed contract team including FTEs, subcontracted staff, lines of authority, proposed office location. It also says to provide an organization wide organization chart showing how the contract team fits into the proposers larger organizational structure. Should two charts be submitted?	Yes
242	Exhibit 5: Technical Response Item	6	4	No Job Developers are listed as required FTE’s but they are mentioned regularly in the flow charts. Are they required?	Contractors will not be required to have a person with a Job Developer title, however, job development functions are required.
243	Exhibit 5: Technical Response Item	6	7	Exhibit 5.C.7 (page 6) states that “The service delivery plan shall include both the proposed administrative offices and any additional satellite office, contracted locations, or shared locations that will provide access points to applicants, eligible parents, and the general public who wish to access the W-2 program.” Please give us more details on what is meant by “contracted” and “shared” locations.	An example of a contracted location would be a location that houses sub-contracted staff. A shared location would be the contractor sharing space at a Job Center or other location.
244	Exhibit 5:	6	C	The RFP specifies that most	Position Descriptions should be

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	Technical Response Item			attachments be labeled a certain way (i.e. executive staff resumes must be labeled 5.B.1, 5.B.2, etc.); however, the RFP does not specify a label for job descriptions (see Exhibit 5, tope of p. 6). Would the state like job descriptions labeled a certain way?	labeled as 5G1, 5G2, 5G3, etc. and be included in Tab 3.• • Page 6. Section C. Service Delivery Model Overview, number 5. Made the following edit: Proposer shall include these resumes as attachments, label them as Attachment 5.H.1, 5.H.2, etc. (changed from 5.G.1., etc).
245	Exhibit 5: Technical Response Item	6	C	Exhibit 5, page 6, question 5 indicates proposers shall provide résumés for staff already employed who are proposed to continue under the next contract. For existing W-2 agencies, please confirm if this is indeed required for all current W-2 staff including line staff.	Yes, it is required.
246	Exhibit 5: Technical Response Item	6	C	Information was inadvertently omitted from the RFP.	Page 11. Section I. Budget Appropriateness, number 3. Should add the following text: Label the attachments 5.I.1 through 5.I.4 and insert them under Tab 3.I.
247	Exhibit 5: Technical Response Item	6	C.5.	Labeling error.	Proposer shall include these resumes as attachments, label them as Attachment 5.H.1, 5.H.2, etc. (changed from 5.G.1., etc).
248	Exhibit 5: Technical Response Item	9	G	Can DCF provide a current or historical data regarding the number of participants who need services in a language other than English and what those languages are by region?	We cannot provide this information accurately.
249	Exhibit 5: Technical Response	10	II	How many formal assessments were performed in each intake in each region in 2011 (Exhibit 3, pg 10)?	The Department does not have this data.

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	Item				
250	Exhibit 5: Technical Response Item	11	Budget	Does DCF have proportional expectations for how much of the budget should be allocated to services, eligibility, or other line items? Is eligibility determination still considered an administrative expense?	No, as long as admin doesn't exceed 15%. Yes, eligibility is still considered an administrative expense.
251	Exhibit 5: Technical Response Item	11	Budget	Is there a set limit for administrative costs?	The federal limit is 15%
252	Exhibit 5: Technical Response Item	12	1.5	Exhibit 1, Page 12. Proposer agencies must have sufficient financial resources to start up and operate the program. What guidelines/standards will be used to evaluate this?	The guidelines the Department will use will be to determine whether the agency has sufficient resources to implement and operate the program with no start up funds, no prepayments, and the new capitated amount/performance payment structure. This will not be scored.
253	Exhibit 5: Technical Response Item	12	Budget	In the itemized budget, should the profit be added as an additional line?	Yes
254	Exhibit 5: Technical Response Item	13		The cost of providing Worker's Compensation insurance to all participants assigned to work experience will take away from the costs of the services and staffing necessary to meet performance outcomes and provide services to W-2 recipients, and there could be significant variability in the cost based on company history and structure. Would the Department consider paying the cost of the	No

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				Worker's Compensation insurance as a cost reimbursement item to ensure a more equitable process?	
255	Exhibit 5: Technical Response Item	23	Form 5	The proposer checklist doesn't correlate with the technical response exhibit. How does the requested information included column correlate to the RFP section or subsection?	The Proposer Checklist follows Exhibit 1 - RFP and Exhibit 3 - Scope of Work
256	Exhibit 5: Technical Response Item	23	Form 5	Exhibit 5, Page 23. Proposer Checklist. In one location on form it says it is required, and in another location it says proposers are encouraged to submit this checklist. Is it required?	The Proposer Checklist is required. The form has been corrected.
257	Exhibit 5: Technical Response Item	23	Form 5	Please provide additional clarification on how offerors are to respond to Form 5, Proposer Checklist. For example, item 1.0 is already marked as "No Response Required." However, Sections 1.0 through 1.13 are informational only and the RFP does not require offerors to provide a narrative response to these sections. Please confirm that if offerors have read and accept the language, they only have to place an X under the Acknowledged and Accepted column and do not have to include any narrative response in their proposals. Exhibit 3 is also confusing since we are not writing to the SOW requirement by requirement but to the broader requirements in Exhibit 5. Please provide a couple of examples on how to complete the items listed	For every section referenced in the Proposer Checklist, the proposer must indicate that they "Acknowledge and Accept" the content. Exhibit 1 - RFP and Exhibit 3 - Scope of Work encompass all of the mandatory requirements expected of an awarded contractor. The sections already marked "No Response Required" are simply headers with nothing to acknowledge. All subsections of those sections must be marked. If a proposer marks "Content Acknowledged but not Acceptable" it may be grounds for rejection of their proposal.

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				under Exhibit 3.	
258	Exhibit 5: Technical Response Item	18 of the RFP	1.11.4 of the RFP	Does the definition of enrolled participant encompass only individuals receiving case management? Would individuals in training also be included in the definition?	Yes it also includes individuals in training.
259	Exhibit 5: Technical Response Item			Please define the "strengths and challenges of each W-2 area."	The Department expects proposers to identify the strengths and challenges of each W-2 area.
260	Exhibit 5: Technical Response Item			What percentage of participants exhibit a reading level below 9th grade? What is DCF's policy regarding adult education? Is it correlated with grade-level proficiency?	Yes, Geographical Area Information Descriptions were updated to include this information. • Northwest Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nw.pdf • North Central Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nc.pdf • Northeast Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_ne.pdf • Western Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_w.pdf • Southwestern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_sw.pdf • Southeastern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_se.pdf • Milwaukee Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_mos.pdf
261	Exhibit 5:			Are incentives for applicants and	Incentives are permitted.

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	Technical Response Item			participants permitted? Are transportation supports permitted? Will these supports come out of the pre-placement budget? The post-placement budget?	Transportation supports are a supportive service. These payments will come out of capitated and outcomes payments.
262	Exhibit 5: Technical Response Item			The maximum budget noted appears to be just for the first year, since it is noted that "The Department will determine a new maximum annual budget amount for each geographical area on an annual basis prior to August of each contract year." Can you provide any further clarification?	Proposers are to submit an annual budget for each of the first four years using the first year's maximum budget.
263	Exhibit 5: Technical Response Item			Can DCF indicate the average length of stay or average TANF time clock for the current caseload by region?	Yes, Geographical Area Information Descriptions were updated to include this information. • Northwest Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nw.pdf • North Central Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_nc.pdf • Northeast Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_ne.pdf • Western Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_w.pdf • Southwestern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_sw.pdf • Southeastern Area link: http://dcf.wisconsin.gov/w2/rfp/2013/attachments/profile_bos_se.pdf • Milwaukee Area link: http://dcf.wisconsin.gov/w2/rfp/20

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					13/attachments/profile mos.pdf
264	Exhibit 6: Cost Proposal			Is market penetration information available in the W-2 take-up report? If not, where is it?	Here is a link to the market penetration information for the period January 1, 2010-June 30, 2011 : http://dcf.wisconsin.gov/w2/rfp/2013/attachments/w-2 market penetration.pdf. Proposers should read the W-2 Take-up Study for information for a qualitative analysis of the reasons eligible parents were not participating in W-2.when the study was done.
265	Exhibit 6: Cost Proposal			The Cost Proposal forms have a cover page designating them as Exhibit 6; however, the headers show Exhibit 5. May offerors change the header to agree with the cover page.	Yes, Offerers may change the header to agree with the cover page. The cost proposal is Exhibit 6.
266	Exhibit 6: Cost Proposal			Exhibit 6: Cost Proposal requires proposers to complete a separate cost proposal for each geographical area. We noticed that there is one cost proposal form for each geographical area for the initial contract year only, as reflected in the maximum capitation budget of 60%. Please confirm that DCF expects proposers to submit four annual budgets but only one annual cost proposal (first year of contract) for each geographical area.	Yes, the Department expects Proposers to submit four annual budgets, but only one annual cost proposal is proposed for the first year of the contract, for each Geographical Area.
267				What is the definition of Current Stabilization Performance, and what calculation is used to	This information is located in the Performance Standards Information map. The information map can be

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Line #	Exhibit	Page #	Section	Question	Answer
				measure this?	found at the following website: http://dcf.wisconsin.gov/w2/performance standards/1012/appendix b1 ps 1012 bos rev2 15 12.pdf
268	Exhibit 1: Request for Proposal	36	Form 6	On Form 6, W-2 Statement of Economic Interests, item 2. requires we submit a list of all other clients in Wisconsin and describe the goods or services that you provide to each client. If we do not currently have clients in Wisconsin, how should we respond?	The form is in error and should not limit the client list to Wisconsin clients. The WI State Statute 41.143 (1)(2)(ac) that refers to this requirement states you must submit a list of all other clients. The form has been amended and published with this amendment.

W-2 2013 Request for Proposal Q&A

Line #	Exhibit	Page #	Section	Question	Answer